

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Pastoral Practitioner - Grade 1</b>
<b>Reports to (Title)</b>	<b>Manager Pastoral &amp; Bereavement Services</b>
<b>Group Director/ Chief</b>	<b>Group Director Mission &amp; Identity</b>
<b>Department</b>	<b>Pastoral Services</b>
<b>Position Location</b>	<b>Malvern (and other sites as required)</b>
<b>Award/Agreement</b>	<b>Salary &amp; Conditions in accordance with Contract of Employment</b>
<b>Delegation of Authority Level</b>	<b>N/A</b>

### Position Summary & Role Purpose

Working closely with the pastoral and bereavement service team and other multidisciplinary teams, the Grade 1 Pastoral Practitioner is responsible for the delivery of high quality, person-centred and culturally safe spiritual and emotional care that addresses the needs of patients and families.

The role also involves offering grief and bereavement support for families. And works within the agreed scope of practice for a Pastoral Practitioner Grade 1.

### Key Result Areas

#### 1. Key Responsibilities, Outcomes and Activities

##### 1.1 Service Delivery

Participates in the planning, delivery and management of evidence-based spiritual and/or emotional care by:

- Adhering to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter;
- Working collaboratively with other members of the health care team to provide coordinated care;
- Undertaking spiritual assessments and monitoring the response to spiritual interventions;
- Maintaining accurate and timely documentation that complies with Cabrini's policies and best practice standards;
- Making appropriate referrals to other health professionals when required.

##### 1.2 Leadership and management

Builds and maintains effective working relationships and works in partnership with others by:

- Prioritising and managing own work schedule;
- Recognising own limitations and seeking assistance/guidance as required;
- Supporting the transparent and equitable allocation of spiritual care resources.

##### 1.3 Quality Improvement

Recognises the complexity of health and healthcare systems and engages in processes and activities that promote safe, quality, effective services for all by:

- Supporting the implementation of department wide safety and quality initiatives;
- Contributing constructively to change processes;

- Recognising the relevance of research for improving health outcomes and assists with research activities.

**1.4 Contributes to the achievement of professional expertise for self and direct reports through:**

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework

**2. Work Health and Safety**

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

**3. Safety and Quality**

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

**4. Child Safety**

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

## Organisational Relationships

- Reports to the Manager Pastoral & Bereavement Services, either directly or, at Malvern, through the Malvern Team Coordinator;
- Maintains a close collaborative working relationship with the other members of Pastoral and Bereavement Services and the Extended Ministry teams (Volunteers and Faith Chaplains).

## Committee Membership

**The Grade 1 Pastoral Practitioner will participate as a member of the following committees and meetings:**

- Pastoral Services Meeting
- As directed by the Manager Pastoral & Bereavement Services

## Staff Development

**The Grade 1 Pastoral Practitioner will maintain and extend his/her professional competence and contribute to the learning of others by:**

- Being aware of ethical and legal requirements of the role
- Participating in ongoing learning and professional development
- Participating in regular professional supervision
- Seeking and being open to feedback and participating constructively in performance review
- Participating in networks and forums to share and extend professional knowledge and build collegial support

## Key Competencies

**The Pastoral Practitioner Grade 1 must demonstrate the following requirements:**

### Qualifications, Skills and Experience:

- A tertiary qualification in theology or pastoral care or other relevant field of studies
- Supervised training in providing spiritual care
- Be an accredited Eucharistic Minister (desirable)
- Proficient computer skills and competent in maintaining reporting requirements
- Experience working in a palliative care setting and within a multi-disciplinary team
- Eligibility for membership of Spiritual Care Australia

### Personal Attributes

- Able to build strong working relationship with colleagues and foster team morale.
- Committed to one's own physical, emotional and spiritual wellbeing
- Empathic and approachable with excellent communication skills.
- Capacity to reflect on self and on pastoral practice.
- Enjoys working as a member of an interdisciplinary care team and also working autonomously.
- Confident in own knowledge and skills and open to further learning and professional development.

## Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

## Cabrini Mission, Values and Behaviours that Matter

### Our mission

#### WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

## **WHAT WE BELIEVE**

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

## **WHAT WE DO**

We provide excellence in all of our services and work to identify and meet unmet need.

## **Our values**

***Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.***

### **Compassion**

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

### **Integrity**

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

### **Courage**

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

### **Respect**

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

## **Behaviours that matter**

***Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.***

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to "provide excellence in all of our services".

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

**We are committed to safety and quality:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

**We are here to provide service:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

**We work together to achieve the best outcome:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

**We exhibit a positive attitude:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

**We want to build a just and sustainable community:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

**APPROVAL**

*The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.*

**I certify that this position description is an accurate description of the responsibilities assigned to the role**

Authorised: Julie Fleming  
Group Director Mission & Identity

16 September 2022  
Date