

## JOB DESCRIPTION

<b>Job Title:</b>	Lead Healthcare Chaplain (Acute)
<b>Band:</b>	7
<b>Directorate:</b>	Chaplaincy Service, Corporate
<b>Working Hours</b>	37.5
<b>Location:</b>	Shrewsbury and Telford Hospital sites
<b>Reports to:</b>	Head of Patient Experience
<b>Accountable to:</b>	Licensing faith community or authorising belief group

### Job Purpose

- a. Site lead for the Chaplaincy Service with line management responsibility for site-based staff.
- b. Responsibility for site-specific departmental documentation, protocols, guidelines and resources.
- c. Specialist assessment and management of a complex caseload of people with religious, spiritual and pastoral needs including staff and volunteer support.
- d. Specialist training to chaplains and students.
- e. Contribute to the provision of an on-call (out-of-hours) response, a 7-day service and cover for colleagues during periods of absence.

### Role of the Department

The Chaplaincy Department is responsible for facilitating the pastoral, spiritual and religious care of patients, staff, students, volunteers and visitors of Shrewsbury and Telford Hospital NHS Trust (SaTH) acute sites. Contributing specialist knowledge and skills in matters relating to spiritual and religious beliefs and pastoral practices in the context of healthcare and the diverse communities we serve.

## **Main Duties and Responsibilities**

### **Site Lead:**

- a. Manage the Chaplaincy site-based staff on duty and oversee students and volunteers in the department.
- b. Oversee and drive leadership of the department as a whole.
- c. Coordinate site-based staff and volunteers through advance rota planning, the informed mobilisation of staff on duty and in response to prioritised needs.
- d. Facilitate effective communication and situational awareness of staff on duty through daily huddles, departmental meetings and other effective means.
- e. Monitor and manage all site-specific issues related to staff sickness, absence or performance, liaising with Human Resources and Occupational Health as necessary.
- f. Ensure all site-based staff have an annual appraisal and personal development plan, with appropriate aims and objectives agreed and monitored, and necessary opportunities to maintain their mandatory and job-specific training.
- g. Monitor and support the development of the competence of site-based staff through observation, gathering feedback from patients and staff, and reviewing cases with staff.
- h. Participate in the selection, interviewing, appraisal and professional development of site-based staff.
- i. Develop, review and update site-specific documentation, protocols, guidelines and resources necessary for the effective functioning of Chaplaincy.
- j. Initiate and enable staff to contribute to improving the quality and safety of site-specific Chaplaincy care and the processes within which they work.
- k. Ensure that all site-based staff understand their roles and the roles of other team members and that each play their part in achieving the shared purpose of Chaplaincy.
- l. Ensure that shared chaplaincy office spaces are safely maintained, and risks are reported in a timely and appropriate manner.
- m. Lead by example through commitment, encouragement, compassion and a learning approach.

### **Provide or facilitate religious, spiritual, and pastoral care:**

- a. Provide specialist spiritual care and chaplaincy support to patients, those who are important to them, volunteers and to staff, that may include working in highly sensitive and complex situations and in highly distressing circumstances.
- b. Provide specialist assessments of people presenting with pastoral and spiritual needs and exercise professional judgement in determining their chaplaincy care and support.

- c. Communicate in a skilled and sensitive manner with those who seek chaplaincy support, record relevant information about the patient and their care in the patient and chaplaincy record, and liaise with other members of the care team to support effective multidisciplinary teamwork.
- d. Work collaboratively with other Chaplains and healthcare staff to provide or facilitate religious, spiritual and pastoral care to patients and to the people important to them.
- e. Administer appropriate rites and ceremonies that are congruent with the practices of patients and those who are important to them and consistent with the post-holder's authorised scope of practice.
- f. Refer, with the consent of the service user, to a leader of a relevant faith community or belief group where the service user has immediate or ongoing needs that cannot be met within Chaplaincy Department.
- g. Contribute to the Chaplaincy's provision of collective acts of worship, memorial services, other corporate events and funerals within the post-holder's scope of practice.
- h. Co-ordinate the upkeep and maintenance of the Trust chapels and rooms, ensuring that appropriate opportunities for reflection and prayer are organised and publicised and risks are managed according to Trust policy.
- i. Practice in a manner that maintains the physical, emotional, cultural, and spiritual boundaries of others and that respects diversity and differences.
- j. Keep accurate, contemporaneous and secure Chaplaincy records that include documenting of referrals, informed consent, clinical assessments and interventions relevant to one's clinical context.
- k. Evaluate with patients the effectiveness of your Chaplaincy care and through clinical supervision reflect on the effectiveness of your interventions.
- l. Recognise and take responsibility for safeguarding vulnerable people including raising concerns, obtaining advice and taking action.

**Provide or facilitate spiritual and pastoral support for staff and volunteers:**

- a. Schedule time to support and be available to staff as service users including support following complex and demanding clinical situations.
- b. Assess and respond to the individual and collective needs of staff and volunteers including establishing opportunities for staff events and sessions.
- c. Maintain awareness of issues, events and conditions which may affect staff or volunteer wellbeing and generate pastoral need.
- d. Co-operate with other relevant departments to promote staff and volunteer wellbeing.

**Contribute to training and education:**

- a. Educate and advocate for the value of spirituality in health and wellbeing and the role of Chaplains.
- b. Educate healthcare staff in recognising and responding to patient needs and how to work effectively with Chaplains.
- c. Provide specialist training to and support the learning of chaplains and students.
- d. Encourage religious literacy in the diverse religious, spiritual and pastoral traditions and communities served by SaTH.

**Contribute to the effective working of the Chaplaincy Service:**

- a. Participate in the provision of the Chaplaincy on-call cross-city rota that includes responding to emergency calls.
- b. Participate in the Chaplaincy daytime duty rota.
- c. Actively drive and contribute to the work and success of the team through helping support shared understanding, collaboration and achieving common goals.
- d. Model for the wider Trust how people who may come from different religious, spiritual and pastoral perspectives can work together and appreciate and learn from diverse perspectives.

**Contribute to the development of the Chaplaincy Service:**

- a. Take the lead on assigned tasks and projects for the Service as required.
- b. Develop and lead on designated surveys, audits, and service evaluation exercises.
- c. Support an ethic of learning and quality improvement that is centred on the needs of service users and looks to improve the experience of patients, the safety of patients, and the effectiveness of the Chaplaincy service.
- d. Maintain an awareness of, and critically appraise, the evidence and knowledge of the practice of chaplaincy (including research) to bring fresh insights and understanding to the Department.
- e. Provide a faith / belief specific specialist perspective and knowledge base as appropriate; for example in matters of multi-faith team working, ethical decision-making and reflective practice.

**Professional and Personal Development:**

- a. Maintain the requirements to practice set out in the Person Specification for this job and any subsequent revisions.
- b. Develop Chaplaincy knowledge and skills and keep up to date with guidance and other requirements relevant to your practice

- c. Continue to advance knowledge, understanding and skills in Chaplaincy and acquire new knowledge and skills relevant to the demands of the service.
- d. Develop as a reflective practitioner and undertake regular praxis-based supervision with a recognised supervisor in your field of practice.
- e. Participate in an annual appraisal and undertake necessary actions to achieve your objectives including the fulfilment of mandatory and job-specific training.
- f. Maintain practice in accordance with the standards of the UKBHC *Health Care Chaplains Code of Conduct* and other relevant protocols and guidelines issued by the Trust and the NHS.
- g. Maintain your own physical, emotional, and spiritual well-being.

**Contribute to the effective working of the Trust:**

- a. Represent Chaplaincy and participate in relevant Trust-wide functions and events as required.
- b. Raise safety concerns appropriately through clinical governance and be willing to listen to others when they have concerns.
- c. Contribute to the Trust-wide faith and belief related calendar of events and associated festivals.
- d. Adhere to relevant Trust policies and procedures and take responsibility for the health and safety of yourself and others.
- e. Understand and practice the Trust's PACT values and behaviours.

**Communication and Working Relationships**

- a. Deal with sensitive, confidential and distressing information, manage challenging conversations, and use interpreter or translation services where appropriate.
- b. Work effectively and maintain good communication with Chaplaincy colleagues, ward staff, members of other disciplines, staff within the Trust and contacts outside of the Trust including voluntary, community, and faith and belief sector organisations.

**Statutory and Miscellaneous**

- This post involves access to children and/or vulnerable adults as defined by the Criminal Records Bureau. It will therefore be necessary to apply to the CRB for a Disclosure Check. This post requires a satisfactory enhanced Disclosure check of the post holder.
- Be responsible for maintaining own vaccinations/Hepatitis B immunity and to be able to work in all clinical areas including Covid-19 secure environments.

- Safeguard patient confidentiality at all times including adherence to the Data Protection Act.
- Attend the Trust statutory refresher courses as necessary
- Be aware of the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Equal Opportunities Policy
- Have a commitment to identifying and minimising risk, report all incidents and report to manager any risks which need to be assessed.

### **Pandemic or Major Incident**

In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

### **Health & Safety**

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

### **Infection Prevention and Control**

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action.

As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and

- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

### **Information Governance**

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

### **Professional Standards and Performance Review**

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and

- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

### **Safeguarding Children and Vulnerable Adults**

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

### **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

### **Continuous Improvement**

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.



