

POSITION DESCRIPTION PASTORAL CARE WORKER

OVERVIEW

Program:	Sacred Heart Central Support Team
Reports to:	Program Coordinator
Supervise:	Pastoral Care Volunteers, Students
Date of Last Review:	May 2021
Classification:	Social and Community Services Employee Level 3, Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with

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respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individualised Planned Support, and Ongoing Support.

Engagement Hubs

The Engagement Hub services at Sacred Heart Central and the Women's House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, clothing and emergency relief.

The Hubs also facilitate access to ongoing support through the provision of information and advocacy and our case management services which include referral to specialist services as required. For clients

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with a limited social support network, Engagement Hubs provide social participation and pathways out of social exclusion. The Hubs are a place to build social connections and to link with professional service providers or to range of health and wellbeing therapies or activities through Wellness Place.

Individualised Planned Support

Individualised Planned Support is an outcome focused, time limited service response tailored to a client's situation. In many cases, this will involve resolving a crisis situation such as addressing immediate homelessness and improving safety along with addressing health and wellbeing issues.

Individualised Planned Housing Support is provided through our Pathways Workers and through services provided by Sacred Heart Mission's Continuum of Care team.

SACRED HEART CENTRAL (SHC)

SHC sits in the engagement hubs and individualized planned support stream.

Within SHC there are several programs that provide an integrated service approach in two areas:

1. Support Services, which provides; homelessness assistance (assertive engagement, crisis intervention, advocacy and support) Assistance with Care & Housing for over 50's, Wellness Place; therapies, group work and activities, and a specialist mental health partnership
2. Meals, which provides a daily breakfast and lunch service (an average of 350 meals a day, every day of the year) with the significant contribution and support of dozens of community and corporate volunteers.

PURPOSE OF THE POSITION

This role provides tailored, non-judgemental spiritual care services to people in our care using principles which are culturally relevant, age appropriate and sensitive to the often complex needs of our clients. Relationships are gradually built up with clients through appointments or opportunistic and assertive engagement, being mindful of the need for professional boundaries. The role works closely with and alongside other Hub workers and operates as part of a holistic team approach.

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KEY RESPONSIBILITIES

Accountability	Major Activities
Operational Processes	<ul style="list-style-type: none"> ▪ Keep documents and database records relating to clients and pastoral care services up-to-date, using SHM Case Management Framework standards where relevant. ▪ Referrals, assessment, interventions and outcomes recorded in line with the Standards of Practice of Spiritual Care Australia. ▪ Complete individual client Spiritual Care Plans on SRS database. ▪ Monitor, review and report on the effectiveness of pastoral care activities as required. ▪ Plan for the provision of supervision, training, instruction, information and equipment necessary for volunteer pastoral care staff to perform duties in a safe, effective and efficient manner. ▪ Maintain awareness of and fulfil responsibilities, authorities and accountabilities as defined by the organisation's health, safety and wellbeing procedures.
Client Relationships	<ul style="list-style-type: none"> ▪ Provide effective, person-centred, pastoral care to 6 clients supported over a period up to 6 weeks to assist them in working on their spiritual care plan goals. ▪ Provide effective, person-centred, pastoral care to clients and their families, irrespective of cultural background, denomination or faith tradition. ▪ Assertive engagement (in client hub areas) with clients who may not be help seeking. ▪ Support clients in hospital where appropriate. ▪ Communicate and work collaboratively with the person in your care, their carers and with staff members, volunteers to foster a shared understanding of the client's needs, expectations and the level and type of service required.

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	<ul style="list-style-type: none"> ▪ Maintain confidentiality of those seeking pastoral care always, as far as possible, and within legislative requirements. ▪ Use discernment and appropriate referral when faced with difficult religious and spiritual needs. ▪ Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.
Organisational Relationships	<ul style="list-style-type: none"> ▪ Participate in weekly Meeting Place roster alongside Pathways Support workers. ▪ Actively participate in staff meetings as an integral member of the pastoral care team. ▪ Actively engage in professional development relating to the role to enhance current performance. ▪ Actively engage and participate in the organisation's performance management framework and review processes. ▪ Act in a manner which upholds and positively models the organisation's Code of Ethical Behaviour. ▪ Model the values of Sacred Heart Mission of respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, passionately pursuing social justice and inclusion.
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.

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TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.
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MANDATORY REQUIREMENTS

- A current Criminal Records Check.
- A current Victorian Working with Children Assessment Notice.
- A current First Aid Certificate.

QUALIFICATIONS

- Appropriate tertiary qualifications relevant to the delivery of Pastoral Care, e.g. Clinical Pastoral Education (CPE), Graduate Certificate or Graduate Diploma in Pastoral Care.
- Level 3 of the Spiritual Health Victoria Capabilities Framework for Pastoral Care & Chaplaincy

KEY SELECTION CRITERIA

- A minimum of three years' experience in the provision of pastoral care in a community-based setting.
- Demonstrated understanding of professional frameworks and boundaries
- Demonstrated experience in one of the following: homelessness, mental health, aged care.
- Computer literacy in Windows, Microsoft Office Suite, email and internet.
- Ability to use electronic client record systems.
- Experience working collaboratively alongside a team.
- Strong alignment with the Sacred Heart Mission values.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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