

POSITION DESCRIPTION

PASTORAL CARE WORKER – ONGOING SUPPORT

OVERVIEW

Program:	Health and Wellbeing for Ongoing Support
Reports to:	Managers Sacred Heart Community and RHPP
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 ineligible 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 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.

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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 individualized planned support, and
- Ongoing Support

Ongoing Support

The Mission's Ongoing Support services provide a specialist service response for vulnerable members of the community, many of whom require a high level of support for an indefinite period.

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- The Rooming House Plus Program is a supported residential service for people with complex needs including mental and physical health issues as well as aged related conditions.
- Sacred Heart Community provides a home for life in which older people can live in safety and rebuild social connections.

Sacred Heart Community accommodates 97 people and provides a permanent home for life and high-quality care for people who have experienced homelessness and are social and financial disadvantage. In addition, we offer a diverse lifestyle program that encourages residents to lead full lives by participating in a range of activities and engage with the local community. Residents are also actively involved in life at the hostels.

RHPP provides long-term accommodation to 67 residents with a history of homelessness and complex needs. Located in a six-story apartment block opposite Albert Park Lake, each resident has a self-contained unit. Residents are encouraged to develop links with the broader local community, to develop skills and to participate in a range of activities.

PURPOSE OF THE POSITION

To provide meaningful pastoral care services to people in our care using principles which are culturally relevant, age appropriate and sensitive to the needs of our clients/residents.

POSITION OBJECTIVES

- Effective and nurturing relationship management.
- Continual professional, personal and spiritual development.
- Commitment to team work and collaborative work practices.
- Effective and appropriate documentation and reporting.

KEY RESPONSIBILITIES

Accountability	Major Activities
Operational Processes	<ul style="list-style-type: none"> ▪ Monitor, review and report on the effectiveness of pastoral care activities ▪ Keep records relating to clients and pastoral care services up to date, with appropriate referrals assessment, interventions

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	<p>and outcomes as clearly stated in Lee Care appropriate to pastoral care.</p> <ul style="list-style-type: none"> ▪ 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 management system. ▪ Participate and comply with all quality management systems and processes. ▪ Regularly partake in supervision sessions throughout the year.
Client Relationships	<ul style="list-style-type: none"> ▪ Provide effective, person-centred, pastoral care to residents and their families, irrespective of cultural background, denomination or faith tradition. ▪ Support residents in hospital, as required, to provide support and comfort. ▪ Communicate and work collaboratively with the person in your care, their families and with staff members, volunteers to foster a shared understanding of the resident's needs, expectations and the level and type of service required. ▪ 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. ▪ Establish and nurture collaborative relationships based on trust, integrity, respect and community across Residential Care, and other areas of Sacred Heart Mission, as well as other religious professionals, local community groups and provider organisations, including the relevant Local Government Authorities.

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	<ul style="list-style-type: none"> ▪ Respect professional and personal boundaries.
People Leadership	<ul style="list-style-type: none"> ▪ 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.
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.

MANDATORY REQUIREMENTS

- A current Criminal Records Check.
- NDIS Worker Screening Check

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QUALIFICATIONS

- Appropriate tertiary qualifications relevant to the delivery of Pastoral Care, e.g. Clinical Pastoral Education (CPE), Grad. Certificate/Grad. Diploma in Pastoral Care.

KEY SELECTION CRITERIA

- Strong alignment to SHM Values.
- Computer literacy in Windows, Word, Email and Internet.
- Substantial experience working in one of the following areas: homelessness, mental health, residential care.
- Experience in working with teams.
- Understanding of pastoral care issues relating to aged care.
- Demonstrated empathy and affinity with older people.
- Level 3 of the Spiritual Health Victoria Capabilities Framework for Pastoral Care & Chaplaincy (www.spiritualhealthvictoria.org.au).

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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