

## Spiritual Care and Chaplaincy Manager

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**Department:** HCS

**Division:** Chief Nurse

**Reports to:** Associate Chief Nurse

**JE Reference:** HCS1001

**Grade:** 11

### Job purpose

Lead the spiritual care service to meet the spiritual and emotional needs of service users, patients, their visitors and employees across all Health and Community Services taking into account cultural differences and preferences.

### Job specific outcomes

1. Lead spiritual care services across all HCS sites, formulating strategies and adjusting and updating plans to provide a modern, relevant and professional service in keeping with organisational requirements and the professional bodies to enable patients, service users and employees of all faiths and none, to access spiritual care support.
2. Leads service delivery and business planning by managing, developing, recruiting, training and supporting the Chaplaincy team in providing professional, high quality, appropriate spiritual, religious and pastoral care to meet organisational requirements in person-centred care across all HCS sites. This includes deepening existing interfaith co-operation and extend spiritual care for the non-religious.
3. Dive the successful financial & business planning of the chaplaincy service ensuring compliance with Financial Directions, whilst continually balancing budgets to ensure quality/safety/efficiency for service users
4. Supports, mentors and trains all chaplains and volunteers in their continuing professional development (CPD). Organise the effective running of the on-call rota, being available to deal with emergency situations effectively and appropriately. Ensure service provision at all times by qualified chaplains during annual leave and other team absences.
5. Promote and publicise the spiritual care facilities within HCS local media and Community groups (church, faith groups and charities) to organise consultation workshops and, where appropriate, use to draft and implement of new polices and guidelines in order to improve and enhance existing services.
6. Collaborate with Senior Leaders using informed professional chaplaincy knowledge and specialist training to share recent developments and updates and to gain support in the implementation of new holistic strategies which will inform the development of updated

policies, procedures, guidelines and leaflets for HCS use. Attend multi-disciplinary team meetings as appropriate and interact with other clinical, non-clinical staff and healthcare professionals to develop care packages for patients, visitors and staff (e.g. user-friendly screening tool, self-referral mechanism).

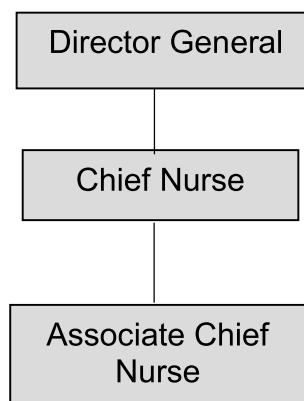
7. Contribute to relevant person-centred discussions and committees, including the HCS Research Ethics Committee, End of Life Education Committee, Organ and Donation Committee to provide training in spiritual/religious issues and person-centred care matters to front-line members of HCS staff other community groups as requested.
8. Develop and disseminate resources for those in end of life care providing prayers, Rites of passage, Last Rites and liaise with funeral directors as service needs arise (e.g. meeting the bereaved, arranging adult and baby funerals, memorial services, blessings) providing bereavement support to patients, families and members of staff when appropriate.

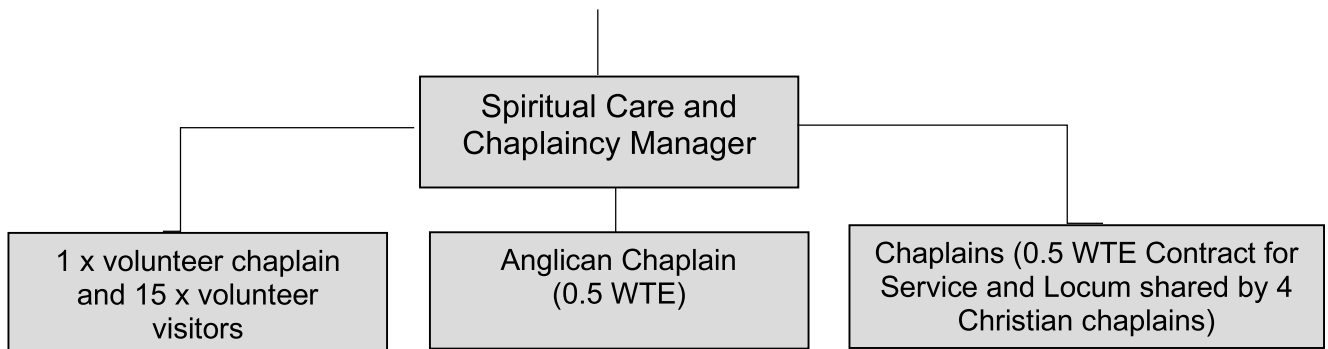
### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

### Organisation chart





## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b>  <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>To be a priest in Anglican Orders, holding the Bishop’s licence (or Free Church equivalent)</p> <p>Degree level or equivalent with specialist knowledge of healthcare chaplaincy.</p>	<p>A Counselling or Pastoral Studies Certificate</p> <p>Experience in research at a higher degree level (e.g. MA)</p>
<p><b>Knowledge</b>  <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Proven experience in a full-time Healthcare Chaplaincy role.</p> <p>Proven ability to supervise and manage a team</p> <p>Knowledge of and sensitivity to a range of religions, spiritualities and faiths.</p> <p>Ability to build up key relationship with nursing and medical staff, health minister, directors, departmental managers, local clergy, ministers and faith (or no faith) representatives.</p>	<p>Ability to train hospital staff in pastoral, spiritual and religious matters and organise training workshops</p> <p>Be aware of the wider Chaplaincy issues in UK NHS hospitals</p> <p>A good working knowledge of HCS guidelines, procedures and ethos – Jersey Care Model</p>

	<p>Must be a full member of the College of Healthcare Chaplains (CHCC) – the professional body</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Possess excellent interpersonal and communication skills, sensitivity and openness with the ability to reflect upon experiences of self and others in relation to spiritual and religious issues in healthcare.</p> <p>Car driver essential and the possession of a clean driving licence.</p> <p>A sound working knowledge of Microsoft Excel and other Office (or equivalent) products.</p> <p>Proven experience in managing budgets.</p> <p>Work closely with local Funeral Directors in pursuit of a sensitive and seamless burial service and support for bereaved families where required.</p>	<p>Ability to carry out risk assessments in the following areas: situations of verbal/physical aggression and how to diffuse them, unpredictability of traumatic incidents and working patterns and awareness of infection control guidelines.</p>
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Motivate, develop and encourage all team members in their specialities and commitment to HCS</p> <p>Ability to offer spiritual care over a wide range of healthcare specialities, e.g. General, Acute, Maternity, Emergency and Mental Health patients and clients of all faiths or none.</p> <p>There is a requirement to deal effectively and with</p>	<p>Having experience of working in a Multi-faith setting</p> <p>Good communication, publicity and media involvement skills to raise the Chaplaincy profile within HCS and throughout the island of Jersey.</p> <p>Experience in dealing with the media, writing</p>

	<p>compassion in some of the most difficult of human experiences. Must maintain a sense of proportion, balance and humour.</p> <p>Proven ability to work unsociable hours (e.g. on-call and emergencies).</p>	<p>reports and making informed comments</p>
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of leadership and management including appraisal, coaching and mentoring skills.</p> <p>Proven experience as a Chaplaincy Team Leader or Manager.</p> <p>A member of the College of Healthcare Chaplains and having a training portfolio to prove Continuing Professional Development.</p>	<p>Have an understanding of or experience in research methods and support of research students</p> <p>Experience of developing and using service user engagement tools, including surveys, interviews, focus groups.</p>
<p><b>Criteria relating to Safeguarding</b> <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Due to the sensitive nature of the role, especially in dealing with vulnerable adults and children, the post-holder must have DBS Clearance and up-to-date Safeguarding Training (both HCS and the Church)</p>	

### Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

## Additional job information

### Specific to the role