**Job Description**

**Job Title**: Spiritual Care Specialist (ordained/non-ordained)

**Reporting to**: Head of Community, Therapies and Support Services

**Job purpose**: Our Vision is to make every day the best day possible for our patients and their families in South Devon. As a member of our Community Team you will deliver this with the provision and development of Spiritual Care within the Hospice.

**Our Values:**

Honesty & Integrity Generosity of Spirit Respect Team Player

**Key roles and responsibilities:**

•Be responsible for leading on Spiritual Care (irrespective of faith, religion, and belief) across the organisation for patients, relatives, carers, supporters, staff, and volunteers.

•Support all patients, families, and carers in such a way that their Spiritual Care needs are met, being sensitive and responsive to concerns and fears they have about living with life limiting illnesses.

•Support all staff and volunteers through contact in the hospice.

•Coordinate and lead a team of Spiritual Care Assistants (made up of Staff and Volunteers) within the hospice and to work with other external Faith and Belief Leaders to ensure delivery of seamless service to meet the needs of all users.

•Support all Hospice Services and users to provide an inclusive approach to service provision.

•Help staff and volunteers to identify the Spiritual Care need and distress being experienced by patients, their families or carers and our supporters, and to support them in their distress and with access to external support as required.

•Respect the wish of patients and families that choose to decline Spiritual Care, and to not proselytise own beliefs.

•Liaise with visiting Faith and Belief Leaders, ensuring good communication as required (respecting confidentiality boundaries).

•Ensure that Spiritual Care needs, concerns and requirements are documented appropriately on the patient records.

•Ensure that all staff and volunteers have access to sufficient information and are supported to meet the Spiritual Care needs of patients and their families or carers.

•Work collaboratively with all members of the multi-disciplinary team (MDT), and attend MDT meetings as and when required.

•Provide or facilitate religious offices as may be appropriate to support the delivery of Spiritual and Religious care to patients, relatives, and carers (e.g., through prayer, readings, Holy Communion, funerals, or weddings. This includes the delivery of regular memorial services and other events).

•Be responsible for the hospice’s Spiritual Care spaces, ensuring availability of spaces which supports reflection and / or prayer for all, irrespective of faith, religion, or belief).

•Advise on the updating of the Hospice Spiritual Care Policy to ensure they are up to date with developments in Spiritual Care in hospice and end of life care.

**Management**

•Lead and manage volunteers offering Spiritual Care with the support from the Volunteer Services Co-ordinator, and to support those volunteers regarding patient and relative contact.

•Participate in relevant committees as required by management in working towards improvement in the care for patients and carers. To aid in the development and maintenance of Hospice-wide policies which relate to Spiritual Care Support in the workplace.

•Be responsible for the implementation, review, and update of the spiritual care guidelines.

**Education**

•Support the induction and of all staff and volunteers in Spiritual Care.

•Be involved in educational programmes arranged for employees, volunteers, and other external participants, as appropriate.

•Take part in the provision of opportunities for in-service training to enable team members to develop, their understanding of Spiritual Care.

•Help publicise the Spiritual Care available to ensure that patients, families, and carers are aware of support.

•Represent the Hospice within the wider community, assisting in developing services that meet the needs of all stakeholders. This will include meeting with local Church leaders and leaders of other faith/cultural communities.

**Professional and Personal Development**

•Be responsible for compliance with own professional body requirements in terms of code of conduct, professional practice, expertise, and knowledge including maintaining continuous professional development.

•Maintain an awareness of regional and national policy in healthcare Spiritual Care/Chaplaincy, and palliative and end of life care (such as the NICE Guidelines and AHPCC Standards), and the Department of Health guidance contained in its publication NHS Chaplaincy Guidelines 2015. In addition, this will take into account the objectives of the Hospice.

•Knowledge of evidence-based practice through literature reviews, study days and courses as relevant to identified development needs.

Promote a culture of learning and development and wellbeing, help to create an environment that is continually critically questioning practice and promoting learning.

Identify your own learning and development needs undertake continuous professional development and actively engage in clinical supervision, maintaining an objective and innovative practice.

**Research and Audit**

•Encourage and lead development and changes regarding spiritual care.

•Respond to identified needs, developing/modifying practice where required and be proactive in audit, research and development and in responsive practices.

•All members of staff are expected to participate in audit assessments as appropriate.

**Quality of Service**

•Identify need and gaps in service and help identify developments to meet these needs.

•Provision of a safe environment where patients, families, supporters, carers, staff and volunteers can freely express themselves without fear of judgement or condemnation.

•Ensure the Spiritual Care service is responsive and available at all times to all patients, families and carers through links with external Faith and Belief Leaders, and Spiritual Care Assistants.

This list can never be exhaustive but covers most of the work you’ll be doing. What it can’t replace is talent, initiative and a commitment to great customer service.

**Infection Prevention**

All Rowcroft employees both clinical and non-clinical are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain a high standard of infection control at all times to reduce the burden of Healthcare Associated Infections, including MRSA.

You agree to the following responsibilities:

* To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
* To take part in mandatory infection control training provided;
* To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including contacting Occupational Health for guidance.

**PERSON SPECIFICATION**

Spiritual Care Specialist

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Essential Requirements** | **Desirable Requirements** |
| **Qualifications and Training** | * Educated to degree level or equivalent * Evidence of on going understanding of, and education and training in, the relevant subject(s) | * Graduate in relevant studies (e.g. Religious studies, Theology) * To have a master’s degree or to be willing to engage in postgraduate work in a relevant field. * Authorisation or Endorsement by relevant faith or belief community (from a community who are members of the Network for Pastoral, Spiritual & Religious Care in Health) * Recognised Counselling Qualification * Membership of professional association e.g. the Association of Hospice & Palliative Care Chaplains or College of Healthcare Chaplains * Registered member of the UK Board of Healthcare Chaplaincy or working towards registration |
| **Knowledge and Skills** | * To have proven spiritual, pastoral, and religious experience in highly complex, emotional, and distressing situations, particularly in trauma or similar situations * To have highly developed specialist knowledge of spiritual care issues (with specialist knowledge of faith traditions), multi-faith issues and cultural care * To have knowledge, skills and experience of counselling and pastoral techniques * To be able to develop specialist spiritual assessment and care, with integration into patient pathways, also resourcing staff and others * To be able to plan and implement development strategies for the Hospice * Standards of Professional Practice and Code of Conduct * An understanding of healthcare ethics * Awareness of current issues in Hospice Care and Healthcare Chaplaincy * To have IT and communication experience | * To have substantive experience of working within a healthcare environment as a spiritual care provider, chaplain, or pastoral worker |
| **Experience** | * Experience of working with other cultures and faiths * To have experience of and taken a leading role in institutional spiritual care issues, such as staff training, support, ethical issues, policy & community involvement * To have IT and communication experience | * Experience of leading public and memorial events |
| **Personal Requirements** | * Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience. * A desire to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times. * Possess a deep personal ethical or spiritual motivation * Display empathy * Demonstrate rapid adaptability * Demonstrate ability to work unsupervised * Able to recognise and assess limits to competencies of one’s self and others * Decisiveness * To be approachable and empathic * Ability to give and receive constructive criticism in an appropriate manner * Ability to assess and prioritise situations rapidly * To be willing to receive regular clinical supervision * To be able to work in a calm and organised manner * Team player * Committed to working constructively, creatively and respectfully with people from the spectrum of world Faith and Belief groups * Able to demonstrate vision * Able to enthuse and motivate colleagues * Well-presented and in good physical and mental health * Committed to self-learning and self-development * Able to demonstrate personal integrity and an ability to maintain confidentiality * Able to demonstrate an understanding of the dynamics of large organisations and the challenges of a ministry to healthcare institutional structures   •To engage in research which enhances and develops the place of spiritual, religious and pastoral care within palliative care | * A good understanding of the purpose, values and strategy of Rowcroft Hospice.   •Demonstrate proven management abilities  •Ability to facilitate change within an organisation  •Proven work record as a team leader |