

Position Description Manager Pastoral Care Services

Purpose of the Position

The purpose of this position is to provide effective, innovative and dynamic leadership of quality pastoral care services which meet Catholic Homes' objectives and strategic plan(s).

Reporting to

The Position reports directly to the Executive Manager, Mission or their nominee.

Organisational Values

Catholic Homes is committed to employing a caring and dedicated team of employees who provide services that enhance the quality of life of our resident/clients. Staff are called to behave in such a way that upholds the Catholic Homes' Values and demonstrates a commitment to working co-operatively and collaboratively.

A commitment to the Values of Catholic Homes is reflected in the attitudes, behaviour and actions of staff. This is in the form of decision-making processes, adherence to policy and procedures, the quality and nature of the services, provision of staff development programs, implementation of tasks and in the way people are related to and cared for, particularly Staff and resident/clients.

A commitment to confidentiality of all information requires all Staff to take reasonable precautions to maintain the non-disclosure of any confidential information about other staff members or resident/clients as well as the general operations and affairs of the organisation to any person other than those approved by the organisation.

Duties and Responsibilities

Corporate Ethos

- Demonstrates and understands Catholic Homes' Mission, Vision, Values and Statement of Identity in dealing with other staff, resident/client and resident/clients;
- Demonstrates and complies with the Code of Conduct;
- Demonstrates, understands and actively participates in Catholic Homes' care model, currently "Care with Purpose", in all undertakings relating to the provision of care to resident/clients and resident/clients.
- Demonstrates and participates in Continuous Improvement Programs;
- Demonstrates consistent application of the principles of Continuous Quality Improvement;
- Has sound knowledge of mechanisms available to staff, resident/clients and resident/clients for the provision of feedback and takes appropriate action to follow up comments, complaints and compliments.

Leadership

- Provide leadership, through effective personal, professional communication, and interpersonal capabilities and change management
- Coordinate the delivery of innovative pastoral services to clients/residents and their families/representatives
- Collaborate with Facility Managers, relevant Executive Team members in the development of innovative pastoral services and education
- Build collegial relationships with other managers
- Create and maintain effective networks and relationships with relevant professional groups both within and external to the organisation in order to build proactive and visible partnerships to facilitate service-related improvements.
- Conduct and record monthly pastoral team meetings
- Provide supervision, guidance and support to Pastoral Care Worker(s) and Volunteers in Pastoral Care.
- Empower the Pastoral Practitioners to maintain the chapel/retreat/sacred space ensuring it is utilised in an appropriate manner.
- Develop an interdisciplinary pastoral team that collaborates with other allied health professionals.
- Actively network with Pastoral leaders in other organisations.

Pastoral Services

- Ensure all pastoral care services are delivered in accordance with to the identified ICD 10 Spiritual Care intervention codes.
- Liaise with the Pastoral Practitioners to plan innovative ritual, liturgy, prayer, reflections e.g. rosary groups, memorial and remembrance services
- Coordinate and/or manage requests for support of families and clients/residents during palliation.
- Coordinate and facilitate visits from relevant clergy, faith groups, elders and Pastoral Practitioners as appropriate.

Human Resource Management

- Plan appropriate staffing levels and the pastoral budget
- Ensure that Pastoral Practitioners have performance development plans that are reviewed annually.
- Collaborate with Human Resources to manage disciplinary matters and grievances according to Catholic Homes' policies and procedures
- Ensure all new staff are provided with an induction/orientation to the organisation
- Recruit and select staff for the casual pool and for succession planning
- Provide fair and equitable leadership to all staff
- Actively develop successions plans for direct and indirect reports.
- Observe Catholic Homes' Human Resources management policies and procedures in management of staff and liaison with peers, including WHS and EEO etc.
- Provide mentoring and coaching to peers and direct reports as appropriate.
- Maintain open communication and harmonious relations with all members of your work team including colleagues and other stakeholders.
- Maintain ongoing performance appraisal reviews for all staff under responsibility/management
- Encourage and recommend education and development for all staff
- Ensure all compulsory training is adhered to by all staff
- Maintain relevant documentation to meet standards and accreditation process
- Ensure appropriate management, staffing levels and organisational structures are in line with business growth expectations and the needs of the business.
- Maintain confidentiality in all matters.

Financial Management

- Efficiently manages human, financial and physical resources for the department, while working within the budgetary guidelines.
- Achieves agreed KPI's and working within the budget provided as may be applicable.

Planning

- Contributes to organisational wide policy development and planning.
- Responsible for the development and management of business and operational plans to support achievement of the organisation's strategic objectives.

Workplace Health and Safety

- Ensure, promote and comply with safety in the workplace.
- Take care of property and equipment and report faults promptly.
- Report and analyse Hazards, Accidents and Incidents promptly and accurately.
- Utilise resources and equipment economically and safely.
- Familiarise yourself with all emergency procedures.
- Responsible for the promotion and maintenance of a safe working environment.
- Take appropriate action to ensure own health and safety;
- Ensure correct manual handling techniques according to manual handling guidelines and policies.
- Contribute to workplace risk assessment and hazard control activities.

Compliance and Reporting

- Understands and complies with the Catholic Homes' guidelines, policies and procedures (as amended from time to time);
- Attends all compulsory and recommended training and meetings as required.
- Accountable for reviewing pastoral and bereavement database reports
- Prepare monthly report of pastoral care data and statistics

Other

- Participate in ongoing organisational management development programs.
- Acts as an organisational resource in a designated area of clinical or management expertise.
- Represents and promotes the organisation at relevant industry and community forums.
- Develops and maintains effective relationships with internal and external stakeholders and the general community to ensure the promotion of a positive image for Catholic Homes.

Expected Behaviours

- As a member of Catholic Homes' Pastoral Care Services Team, you will be required to work with other staff cooperatively and accept reasonable and lawful instructions and recommendations by the Line Manager when necessary.
- As a member of Catholic Homes' Pastoral Care Services Team, there may be occasion where you may be required to work across one or more sites to provide assistance and support to your colleagues.
- Provide assistance and support to fellow staff members whilst on duty.
- Communicate effectively in a constructive, courteous, respectful and professional manner.
- Treat other staff members with professionalism and respect.
- Where applicable, allow resident/clients to make individual choices and treat them with dignity and respect in line with Catholic Homes' care model, currently "Care with Purpose".
- Maintain a positive and professional outlook whilst at work.
- Accept and provide constructive feedback.
- Maintain standards of care.
- Possess a reasonable level of physical fitness to perform the inherent duties of the role.
- Accept responsibility for own actions.
- Identify own learning needs and accept training as recognised by the Line Manager and/or organisation as necessary
- Maintain confidentiality at all times.

Verification

Manager Pastoral Care Services

As the incumbent of this position, I have read and understood the responsibilities and other requirements as detailed in this document.

Name: _____ Signature: _____

Date Appointed: _____ Date: _____