

Chaplain



Role specification

Role Title

Chaplain

Business Unit

Enliven

Location

Enliven Home

Reports to

Home Manager

Direct Reports

None

Purpose of the role

The primary purpose of this role is to provide specialist spiritual care that supports elders of all faiths, cultures and ethnicities and their whānau. In addition, the Chaplain takes responsibility for supporting staff with the skills and understanding to provide general spiritual care and acknowledge their own personal spiritual needs related to their work. The chaplain also acts as ceremonial leader for the Home, and will work alongside tangata whenua for organisational events at the Home.

Spiritual care is care:

“...which recognises and responds to the needs of the human spirit when faced with life-changing events (such as birth, trauma, ill health, loss) or sadness, and can include the need for meaning, self-worth, to express oneself, for faith support, perhaps for rites or prayer or sacrament, or simply for a sensitive listener. Spiritual care begins with encouraging human contact in compassionate relationship and moves in whatever direction need requires.”

(EPICC 2019, adapted from Scottish Government (2010))

Organisational overview

At Enliven, we value age. We create age-friendly communities where people can be happy and thrive, regardless of their age or ability. As well as providing practical day-to-day support and quality clinical care, we take into account the physical, social, emotional and cultural needs of each person we support. Our homes and villages are places where older people have companionship, choice, variety, fun, meaningful activity and a sense of purpose.

Enliven offers a range of positive ageing services and a full continuum of care for older people including independent retirement living, vibrant and welcoming rest homes, specialist hospital and dementia care, engaging day programmes, short-term respite and health recovery care. Enliven homes and villages can be found in Taranaki, Whanganui, Manawatu, Horowhenua, Wairarapa and throughout the greater Wellington region.

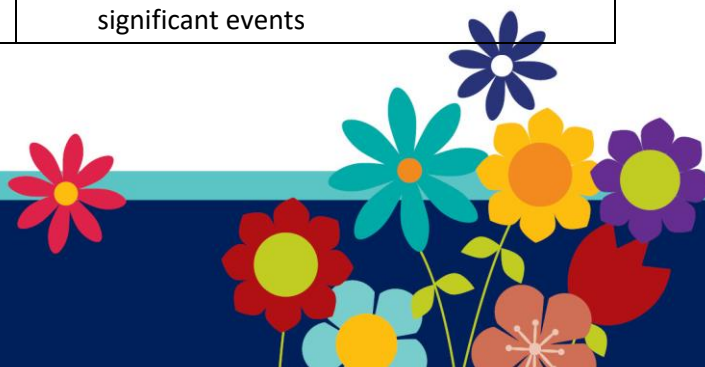
Enliven along with Family Works, our social services for tamariki and whānau, is part of the not-for-profit organisation Presbyterian Support Central (PSC). PSC is a charity incorporated under the Charitable Trusts Act 1957. While we operate as a separate entity to the Presbyterian Church, our name is a celebration of our beginnings, our heritage and the values we share.

Key Accountabilities

The following accountabilities are based on the UK Board of Healthcare Chaplaincy “Spiritual Care Competences for Healthcare Chaplains (2020)” and adapted for the Enliven context. These are arranged under four domains: professional practice, spiritual practice, organisational practice and reflective practice.

Professional practice

Skills	Behaviour
Chaplains continually develop and update their knowledge of spiritual and religious care, current policy, and research evidence relevant to spiritual care services and use this to promote and develop safe, effective, evidence-based practice.	
Recognise the forms in which spiritual need manifests itself in elders	Build and sustain close relationships with elders in spiritual need. They will model safe, effective, person-centred care in various contexts including where there is: <ul style="list-style-type: none"> • cause to celebrate • need to impart hope • need to preserve dignity • need for forgiveness • need to listen to questions and explore answers • a search for meaning • need to resolve unfinished business.
Recognise other important forms in which spiritual needs (e.g., religious and cultural needs) manifest themselves in elders	Show empathy and identify: <ul style="list-style-type: none"> • Requirements for privacy • Dietary requirements • Issues of gender • Healthcare interventions • Religious requirements in the event of significant events



Maintain a knowledge and understanding of the main world faith and belief communities, with particular reference to their philosophies, beliefs and practices around illness, dying and death.	<ul style="list-style-type: none"> • Recognise, respect and acknowledge the variety of value systems, customs, and beliefs held by elders, their whānau and staff. • Access multi-faith resources as required.
Maintain appropriate documentation of referrals, assessment, interventions, and outcomes	Be structured and organised, documenting referrals, assessments, interventions and outcomes in Leecare Progress Notes.
Apply Enliven policies or guidelines and collaborate with other members of the wider healthcare team to incorporate these into practice.	<p>Be conversant with Enliven policies including but not limited to:</p> <ul style="list-style-type: none"> • Advance Care Planning including Resuscitation Status • Assisted Dying Service • Te Whare Tapa Wha – Spirituality and culture including Māori values and beliefs • Resident Rights • Te Tiriti
Use knowledge of professional and legal accountability and responsibility to ensure safe and effective practice that meets the needs of elders and their whānau.	Provide spiritual care informed by the Code of Health and Disability Consumers Rights, and practice within the Privacy Act. Protects vulnerable adults and reporting concerns to the Home Manager.
Recognise his/her professional role and responsibility in ensuring compliance with all relevant regulations and requirements for safe and effective working.	Support organisational health, safety and wellbeing initiatives. The chaplain role models good health and safety practice and behaviours, and reports all hazards, incidents, accidents and near misses.

The chaplain maintains and develops their knowledge of culture, diversity, ethical, professional and legal theory and frameworks. This knowledge is used to support everyone accessing spiritual care services.	
Maintain a knowledge and understanding of te ao Māori (Māori worldview), the Te Tiriti o Waitangi relationship, and tikanga Māori (protocols).	<ul style="list-style-type: none"> • Be able to use te reo terms relating to spirituality/wairuatanga, perform brief karakia (prayers), recite own pepeha (introduction of self in Māori), incorporate waiata (songs) as appropriate to the context. • Participate in the Home's monthly mihi whakatau (welcome ceremony) as requested.



	<ul style="list-style-type: none"> Show knowledge of at least one Māori model of health and wellbeing (for example Te Whare Tapa Whā, Meihana Model, Te Wheke).
Understand and apply ethical principles.	Have a non-maleficence (do no harm) attitude; be beneficent (seek wellbeing); respect autonomy and be just.
Differentiate personal beliefs, morals and values from healthcare ethics.	Recognise that a variety of value systems, customs, beliefs, and practices will co-exist within healthcare ethics.

Chaplains maintain and develop the communication skills necessary for the spiritual and religious care of elders and in the promotion of the chaplaincy service	
Use communication skills to provide spiritual care to elders.	<ul style="list-style-type: none"> Apply different communication techniques including active listening, empathy, use of silence, open questioning, reflection Be aware of barriers to effective communication including: false assurance, leading questions changing the focus, defending colleagues Apply counselling skills including: congruence, empathy, unconditional positive regard
Identify language needs and access interpreting services.	Consult with the CNM or Home Manager regarding accessing interpreter services if required.
Contribute to inter-professional communication.	<ul style="list-style-type: none"> Use verbal and written communication to share and record information within the healthcare team and with other professionals Articulate elder needs accurately
Maintain confidentiality and obtain informed consent.	Maintain confidentiality, knowing the difference between what is spoken in confidence, what needs to be recorded in Leecare, and what needs to be shared immediately for the safety of the resident and/or others.

The chaplain contributes to and delivers education consistent with the needs of the service



Educate staff, elders and their whānau about the role of the chaplain and the services provided.	<ul style="list-style-type: none"> • Introduce new staff to the role of the chaplain. • Contribute to staff education and training in relation to the provision of generalist spiritual care. • Offer training in pastoral care and worship with elders to local worship leaders who provide services in the Home.
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Spiritual care practice

Skills	Behaviour
The chaplain assesses the core values and beliefs that resource elders and responds in a way that may include referral and signposting to other care providers.	
Assess the spiritual needs and resources of elders.	Considering Eden principles, explore the elder's sense of meaning and purpose in life; their attitudes, beliefs, ideas, values and concerns around ill-health, life and death.
Respond to assessed spiritual needs with spiritual care.	<ul style="list-style-type: none"> • Establish regular visiting pattern in the Home, accommodating elder requests for visits • Let the elder talk about what is on their mind. • Affirm life and worth by encouraging reminiscing and narrative. • Explore the individuals hopes and fears regarding the present and future. • Explore existential questions relating to life, death, illness and suffering.
Assess and respect the experience and expression of an elder's well-being without necessarily endorsing the beliefs, religious or otherwise, and their observance, held by the individual.	Act at all times in a non-judgemental and respectful manner.
Where sanctuary and reflective space is provided (e.g., home chapel) facilitate an inclusive setting that can be accessed and utilised by a diversity of faith and belief communities.	Where possible use or create a quiet, calm, private space.



Facilitate referral, with the elder's permission, to other sources of spiritual care.	Maintain a list of local faith community contacts and refer as required with the elder's consent.
Assess the expressed spiritual and religious needs of elders, for example, worship, diet, gender-related concerns, spiritual and religious observance, practices, privacy.	Listen to elders in a structured manner designed to elicit their specific needs.
Respond appropriately to the assessed spiritual and religious needs of the elder.	With the elder's permission, refer to their faith or belief community representative. Be able to co-construct appropriate rites of passage, lead prayers, conduct services of worship, or appropriately refer on this aspect of the service. Support the elder to access appropriate facilities for the observance of any faith.
Act as an advocate on behalf of elders.	Act as an advocate for those with no or little voice. Be familiar with the HDC Consumer Advocacy Service and support elders and their whānau to make contact with the service if required.
Record spiritual assessments and interventions in the elder's Leecare file.	Maintain records as per Enliven policy. Use evidence-based spiritual assessment tools. Contribute to the elder's Oranga Kaumātua assessment, Life Story, Te Ara Whakapiri, Advance Care Plan, and other relevant sections of the elder's Leecare support plan.

Organisational practice

Skills	Behaviour
The chaplain works in an integrated way with other health and social care teams	
Practice within the Enliven Te Whare Tapa Wha policy and site-specific routines where the chaplain works.	<ul style="list-style-type: none"> Attend staff, and family meetings as required Maintain updated worship service lists and times on notice boards accessible by staff, elders and their whānau Bless rooms within 48 hrs of an elder's passing or delegate to a trained staff member Ensure worship is provided in the home led by mainstream denominations in local area



	<ul style="list-style-type: none"> • Annually meet with those who lead worship in the Home • Receive and respond to referrals from the healthcare team.
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The chaplain intentionally supports members of staff with spiritual care needs related to their work	
Build working relationships with staff, volunteers, and groups.	Be available. The chaplain builds networks and relationships with staff through regular contact.
Respect confidence in responding to requests for personal support from members of staff and volunteers.	Be discrete, trustworthy and respect confidence. Create safe and secure space for staff to talk about the things that matter most to them.
Identify other sources of internal or external staff support and, with the staff member's permission, facilitate referral.	Refer to the appropriate Enliven personnel, remind staff about the Employee Assistance Programme (Vitae). Referral to their own spiritual advisor or faith group as appropriate.
Respond to requests for professional support from members of staff in relation to complex matters e.g., advice on understanding of complex spiritual and religious care or ethical issues; advice on how to support elders, and their whānau in complex scenarios.	Be a resource for staff in the areas of ethics and spiritual care, offer advice within the chaplain's range of competence.
Respond to unplanned events, external or internal, which have an effect on the Home, e.g., death of a member of staff, natural disasters, world events	Be there. Listen to people. Respond appropriately to discerned staff and organisational need. Lead reflection as appropriate.
Lead corporate reflective acts which have spiritual significance e.g., opening of new areas, Home anniversaries, ANZAC Day	Demonstrate an ability to hold the space at such events through appropriate role authority, alongside tangata whenua as appropriate.

Reflective practice

Skills	Behaviour
As part of the process of continuing professional development the chaplain demonstrates the ability to reflect upon practice in order to develop and inform their professional practice	
Be able to use different models of reflective practice e.g., clinical pastoral education (CPE), pastoral reflective practice (PRP), values based reflective practice (VBRP)	Share reflections with Home Senior Team, at Bimonthly Chaplain Teams meetings, and annual Chaplain Peer Support as appropriate.



<p>Use a structured method of reflective practice to reflect on professional relationships including:</p> <ul style="list-style-type: none"> • The chaplain's own values and beliefs and how they may affect attitudes and behaviour to elders to whom they are providing spiritual care • Personal and professional boundaries and the boundaries that come with developing a professional relationship with an individual • Reconciling personal spirituality with the varied needs and beliefs of others • Professional relationships and integrity when building relationships with people at vulnerable times in their lives 	<ul style="list-style-type: none"> • Participate in monthly peer support with an Enliven chaplain colleague.
<p>Reflect on the limits of the chaplain's own capabilities and competences</p>	<p>Discuss areas for development and related support/training needs with Home Manager at annual Performance Review, or sooner if necessary.</p>

Health, safety and wellbeing

- Support organisational health, safety and wellbeing initiatives
- Support a culture of wellbeing at PSC
- Role model good health and safety practice and behaviours
- Report all hazards, incidents, accidents and near misses
- Support managers and the organisation in remaining compliant to health and safety legislation



Enliven Core Competencies



Co-operation and Teamwork

- Actively participates in team meetings and decision-making in a positive manner; looks to advance both organisational goals and team goals
- Is constructive in their criticism of team members; encourages others to do the same
- Supports and helps other team members perform their tasks
- Suggests ways to improve the way the team operates/works together
- Works with other team members in a constructive and positive way
- Develops constructive working relationships with other team members
- Shows an understanding of how one's own role directly or indirectly supports the work of the wider team.



Commitment to Eden Philosophy

- Eden Principles and Domains of Wellbeing are included each year and undertaken in the mandatory training cycle for all staff
- Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages
- Support residents to maintain loving companionship
- Support residents to give as well as receive care
- Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake.



Communication

- Has a warm, welcoming communication style – voice tone and approach is pleasant, positive and encouraging
- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others
- Listens carefully – uses paraphrasing and other techniques to ensure they understand what others are saying
- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature
- Demonstrates thoughtfulness, courtesy, openness and respect for colleagues and the clients of the organisation. Shows respect for others, demonstrates empathy
- Acknowledges and converses with staff, clients and visitors; identifies and promptly responds appropriately to their needs
- Adapts their approach to fit the situation they are in or the person they are with
- Displays empathy and understanding consistent with the mission and values of the organisation when discussing and/or working with staff on issues and situations.





Taking Responsibility

- Is reliable - does what one says one will
- Consistently performs tasks correctly - following set procedures and protocols
- Perseveres with tasks and achieves objectives despite obstacles
- Adjusts work style and approach to fit in with requirements
- Is results focused and committed to making a difference
- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected
- Is flexible in thinking and open to changes affecting role and conditions
- Takes responsibility for own personal wellbeing and identifies where that might compromise the organisation



Quality and Innovation

- Sets high standards for self
- Provides quality service to those who rely on one's work
- Looks for ways to improve work processes - suggests new ideas and approaches
- Explores and trials ideas and suggestions for improvement made by others
- Shows commitment to continuous learning and performance development.

Person Specification

Qualifications and experience

- Theologically educated (e.g. Certificate/PG Certificate/Diploma/Degree in theology, ministry or chaplaincy) and pastorally trained in a mainstream Christian denomination
- Has a letter of 'good standing' from own denomination/faith community
- Previous experience in the provision of pastoral/spiritual care
- Intermediate digital literacy, or the ability to learn to use Teams/staff intranet/Microsoft Outlook
- Current driver's licence
- Preferred, but not essential – has completed at least one unit of Clinical Pastoral Education

Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.

