**Agenda for Change Job Description**



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| **JOB IDENTIFICATION**  **Job Title: Registered**  **Responsible to: Spiritual Care Lead**  **Department: Spiritual Care Service**  **Directorate: Nursing Midwifery Allied Health profession (NMAHP)**  **AfC Band: Band 6**  **Contract: Permanent 26.25 WTE**  This is an exciting opportunity to join the NHSGGC Spiritual Care Team as a Registered Chaplain. The successful candidate will work mainly in Paediatrics, Maternity and adult acute Services at the QEUH but also across a variety of other clinical care areas across the NHSGGC area: e.g. Palliative Care, Older People’s Care, other Acute and Mental Health settings.  The post-holder will be able to:   * Deliver or facilitate appropriate spiritual, religious and pastoral care to all patients, visitors, staff, students and volunteers, regardless of faith or life stance. * Support the integration of spiritual care into healthcare provision through working as part of the multidisciplinary team providing holistic care and providing agreed training and support for staff, students and volunteers * Communication of consented patient information and respond to spiritual care related enquiries or concerns from patients, carers, colleagues, staff, students and third parties. * Act as chaplain to the service location and other locations through participating in the major incident plan and providing spiritual care in response to staff / student issues and events, which require communal recognition and action. * Facilitate memorial events if required, to meet local site needs. * Act as a link to various community faith and belief groups, supporting and facilitating the care of their members while they are in receipt of healthcare. * Attend staff team meetings, participate in the out of hours on-call rota, which may require responding to calls from various sites across NHSGGC, and provide cover for annual leave and absence of fellow chaplains. * For this post you must be educated to degree level or equivalent in a relevant discipline with significant experience in delivering spiritual care and hold a Post Graduate Certificate in Healthcare Chaplaincy and/or be willing to work towards this qualification, to become a fully registered member of the UK Board of Healthcare Chaplains. |
| **2. JOB PURPOSE** |
| * To deliver appropriate spiritual, religious and pastoral care to all patients, visitors, staff, students and volunteers, regardless of faith or life stance. * To act as a link to various community faith and belief groups, supporting and facilitating the care of their members while they are in hospital. * To support the systemic integration of spiritual care into healthcare provision through working as part multidisciplinary teams providing holistic care and provide agreed training and support for staff, students and volunteers. * To act as chaplain to the organisation through participating in the major incident plan and providing spiritual care in response to urgent/unexpected and daily staff issues and events, which may require communal recognition, action, pastoral care and support. * To facilitate the provision of inclusive worship and religious expression if requested to meet the needs of patients / carers, staff and students. |
| **3. ROLE OF DEPARTMENT** |
| The role of the department of Spiritual Care is to provide a spiritual care service to patients, visitors, staff, students and volunteers to people of all faiths and none. The department therefore works with a degree of flexibility to ensure the whole health board is adequately provided for with an integrated approach between registered chaplains who respond to needs of patients, carers, staff, students and volunteers. This includes:   * supporting patients, visitors, staff, students, and volunteers and the wider hospital communities according to need or request * offering supportive pastoral care and bereavement support when required to all * facilitating religious care as appropriate / requested * acting as an informal advocate * at times, with their consent, the referral of patients to their own belief community.   The department provides spiritual care within core working hours, and is available to respond to urgent referrals out of hours.  The post-holder although based at one site, will be expected to work with fellow chaplains across all other hospital sites, with some community involvement, to support patient, staff, student and volunteer needs, provide cross cover, and progress service development priorities driven by the spiritual care service Work Plan. |
| **4. ORGANISATIONAL POSITION** |
| The service is located within the Nursing Midwifery and AHP (NMAHP) Directorate and the AHP Director is responsible for the overall functioning of the Spiritual Care Service. The post-holder(s) will report directly to the Spiritual Care Lead Manager for the service and report to the Practice Development Lead (PDL) for education, training and professional development.   |  | | --- | | Director of AHPs  Volunteer & Spiritual Care Service Manager  Spiritual Care Lead  Practice Development Lead    Spiritual Care Volunteers  NHS Registered Chaplains (including this post) | |
| **5. SCOPE AND RANGE** |
| NHS Greater Glasgow and Clyde provides primary and secondary care services across the Board area with full supporting services to a population of approximately 1.6 million people. A number of NHSGGC services are provided in partnership with other statutory and voluntary organisations through six Health and Social Care Partnerships (HSCPs).  The post holder will report to the Spiritual Care Lead Manager and is expected to work as an integrated team member across all sites in the health board area as required to meet service needs and the needs of patients, carers, staff and students. The post holder:   * Has responsibility for managing their own clinical case load in the provision of spiritual care to patients, carers, staff, students and volunteers in accordance with NHSGGC’s Spiritual Care Policy. * Is responsible for maintaining links to various community faith and belief groups in order to facilitate the care of their members while under healthcare in the service location and other locations. * Has responsibility in conjunction with other chaplains and the PDL to develop and deliver training to staff, students and volunteers in line with Practice Education Lead (PEL) guidance and specific site needs and service priorities. * Participates in the provision of Values Based Reflective Practice group sessions for staff and students. * Is responsible for the supervision of spiritual care volunteers in their hospital site. * Is responsible for maintaining and securing accurate clinical records, participating in service audits and conducting relevant research if / when appropriate. * Acts as chaplain to the organisation on their service location and other locations responding to communal needs and celebrations i.e. major incidents, pastoral / spiritual care, bereavement support and to facilitate specific events i.e. memorial in nature, that relate to specific locations and appropriate needs / requirements. * Responsible for representing the spiritual care service within the management structures of specific service areas. * Acts as a resource on ethical issues and to the local area research ethics committee as and when required in agreement with the Spiritual Care Lead Manager. |
| 1. **MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| 1. Participate as a member of the spiritual care service, in the delivery of spiritual care by responding to referrals to support patients, carers, staff and students in applying active listening skills and being present in sensitive pastoral conversations, providing informal advocacy and signposting on behalf of patients, carers and sometimes staff, students and volunteers within the designated service location. 2. Assess the spiritual care needs of patients, acting on appropriate referrals from multi-disciplinary teams and fellow registered chaplains in NHSGGC and occasionally from other health boards. 3. Respond to all appropriate referrals and requests for spiritual care within a reasonable time and confirm a referral is appropriate before acting / responding i.e. when on-call covering the whole health board alone, respond to urgent-only referrals. 4. Develop and promote good relations with all local faith communities and other relevant services to ensure inclusive partnership when developing and delivering spiritual care and to assist and advise them in caring for members of their own communities while in the care of NHSGGC. 5. Provide spiritual care and bereavement support within the designated service location and across service locations when required. 6. Design / facilitate communal events with colleagues for memorials and celebrations and in response to and via requests for appropriate support that may occur following an unforeseen major incident event and other situations that may occur on site/s.   .   1. Participate as a member of local committees / working groups within the spiritual care team i.e. Work Plan short life working groups and projects within the wider NHSGGC. 2. Participate with colleagues in the production of appropriate communication material to raise awareness of the work of the spiritual care service e.g. for the ongoing development and review of i.e. spiritual care digital platform / leaflets / posters / banners to inform patients, carers, staff, students and volunteers of the work / role of the service. 3. Oversee appropriate sanctuary / quiet room space is always available for everyone to access equally, including local faith and belief groups and communities, patients, staff, students and volunteers. 4. Ensure up to date written and electronic records are maintained in accordance with NHSGGC, local documentation GDPR standards and UKBHC standards. 5. Provide comprehensive management information, including the maintenance of appropriate records, producing regular reports as required for the SC Lead Manager. 6. Be aware of and participate in the local site and wider NHSGGC health board plan for all major and emergency incidents. 7. Participate in an on-call system to respond to out of hours requests for urgent spiritual care across NHSGGC for patients, their loved ones, carers, staff and students. 8. Use own professional knowledge, skills and judgment when working with patients to recognise when a referral to another professional service is required i.e. complex psychological / mental health needs and / or complex bereavement and loss needs, including signposting to other professionals internally on local and other sites and within the NHSGGC wider community. 9. Provide appropriate staff and bereavement support individually or in groups following a variety of challenging situations and / or particularly stressful / traumatic / sensitive incidents, e.g. stillbirth, the sudden death of a child, the expected / unexpected death of a colleague / member of staff / during disciplinary procedures and / or relating to bullying and harassment issues. 10. Use appropriate spiritual care tools in the confidential support of staff and students in   reflective practice sessions like VBRP®,(Values Based Reflective Practice.)     1. Support and carry out appropriate research in the area of spirituality and health to ensure evidence based practice within NHSGGC guided by the PDL and in line with service Work Plan and audit priorities. 2. Provide an informed resource on ethical, religious and pastoral care matters relating to health care. 3. Work in collaboration with other professionals and patient / carer groups to develop a system which facilitates the integration of patient / carer experiences into quality assurance processes and the work of the spiritual care team. 4. Work in partnership with other health and social care staff to provide holistic and person centred care using the best available evidence. 5. Participate in local staff induction, training and education as required e.g. facilitating training on bereavement issues or the requirements of different faith communities under the guidance of the PDL and PEL’s. 6. Continue to develop professional and pastoral skills by undertaking appropriate training in accordance with the Knowledge and Skills Framework, TURAS and LearnPro annual requirements i.e. agree annual objectives and outcomes with PDL. Including having access to internal NHSGG training i.e. Peer Support, Sage & Thyme. 7. Carry out all work in accordance with NHSGGCs Spiritual Care Policy, all other relevant NHSGGC policies including local site specific policies, guidelines, procedures, protocols and governance, including those relating to Health and Safety, Risk Management, Confidentiality of Information, Infection Control, Moving and Handling and Fire Orders and with relevant national legislation e.g. Freedom of Information Act, and Data Protection Act and GDPR. 8. Monitor and review the provision of spiritual care in partnership with the SC Lead Manager and PDL to actively identify service developments to meet the needs of patients, carers, staff and students guided by the service Work Plan / Audit priorities, UKBHC standards and the NHS Scotland 2023 Spiritual Care Framework.   **In all of the above (not an exhaustive list) the post holder will promote and contribute to a person centred, holistic approach to spiritual care and bereavement support, which is integral to health and wellbeing within multi-disciplinary, mainly hospital settings.** |
| **7a.** **EQUIPMENT AND MACHINERY** |
| The post holder will have shared responsibility with members of the team for a wide range of equipment and resources used by them in carrying out their duties:   * Mobile phone for both on-site and all on-call duties. * Computer PC and site laptop equipment with headphones (if needed) for daily IT tasks and email communication, MS Teams meetings, preparation and delivery of activity reports, presentations and for communicating with colleagues and other healthcare staff and partner organisations in NHSGGC and NHS Scotland. * Various other administrative tasks and electronic diary responsibility and filing systems pertinent to a B6 role.   The post holder will consult with their line manager on the requirement for or appropriateness of equipment necessary to carry out their work on site or occasionally at home. Authorisation for use of / replacement of equipment will be by the SC Lead Manager. |
| **7b. SYSTEMS** |
| The post holder will have sole responsibility and be accountable for:   * Maintaining appropriate daily records of the work carried out on site and elsewhere. * Responsibility for entering information and accurate recording in patient notes in a timely manner (electronically or hand written) and where appropriate in line with NHSGGC and NHS National Education for Scotland (NES) documentation / recording guidance. * Daily recording and completion of the SC Service Activity Record via MS Forms, National Minimum Data Set (NMDS). |
| **8. DECISIONS AND JUDGEMENTS** |
| 1. The post holder will work with a high degree of autonomy making decisions and judgments on a daily basis on such matters as:    * Assessment of spiritual care and bereavement needs of patients with a variety of health needs, within the service location and other locations    * Self-generation of work    * Prioritisation of work both clinical and administrative    * Risk assessment of lone working situations when / where appropriate 2. The post holder will use knowledge, skills and experience in assessing spiritual care and bereavement needs and planning of appropriate interventions including the appropriateness of referrals to other professionals with consent of patient/carer or staff 3. The post holder will be answerable and accountable for their decisions to meet regularly with their line manager for managerial supervision and support. 4. The post holder must engage in regular, external clinical supervision to support their wellbeing and professional registration and fitness to practice. 5. The post holder will agree personal TURAS objectives annually to be reviewed every six months. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| **The post holder will, acting with sensitivity, tact and empathy, at all times:**   * Establish and maintain good working relationships with fellow registered chaplains in the NHSGGC spiritual care team and in multidisciplinary staff teams and adhere to the Team Principles and Guidelines, reviewed annually. * Create a presence which encourages staff to feel they can easily approach and speak to their site chaplain regarding personal / sensitive matters in confidence. * Work in partnership with local faith communities and belief groups to ensure appropriate provision of spiritual care for members of their communities and groups while in the care of NHSGGC. * Work in partnership with other service providers such as hospices, care homes, self-help organisations and voluntary bodies to ensure the appropriate provision of spiritual care for their patients, clients or residents when in the care of NHSGGC. * Complete daily activity NMDS reports for the Spiritual Care service, outlining activities for audit as well as special programmes. * Promote awareness of the role of the work of the service both within healthcare and in the local community including situations where people may have little understanding of the place of spiritual and religious care or even be hostile to its introduction in a healthcare setting e.g. by making presentations and providing appropriate written communications and being mindful of spoken communication. * Work in cooperation with members of the spiritual care service to ensure the best use of equitable resources across sites and best practice in the delivery of spiritual care. * Maintain effective communication strategies for all patients, carers, staff, students and volunteers taking particular note of those who have barriers to communication e.g. hearing and sight, speech and language difficulties, stroke and learning disabilities. * Prepare and deliver agreed formal and informal education events. * Communicate clearly, professionally and respectfully with colleagues and other disciplines involved in patient care, such as doctors, nurses, psychologists and Allied Healthcare Professionals (AHPs) while maintaining the patient/carer/staff/student’s right to confidentiality, in accordance with the policies of NHSGGC, using email, telephone, written material (e.g. reports) and face to face meetings either in person or via MS Teams, for example: representing the spiritual care service at staff meetings; discussing a referral; providing information to ward staff on spiritual, religious and bereavement needs/requests. * Communicate clearly, professionally and respectfully with patients, their relatives and carers, promoting and maintaining confidentiality, over a variety of sensitive, personal and emotional topics e.g. those who are hostile to the health service environment and those who cannot accept their diagnosis or prognosis received, those who grieve etc. * Occasional design and facilitation of memorial and celebration events with sensitivity to the beliefs and needs of participants e.g. for the death of a member of staff/student; for loved ones and families who grieve the death of a baby/child/adult within a specific service and according to appropriate need. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical**   * Frequent sitting with patients/families/carers/staff and students for long periods of time when offering/listening to/and providing spiritual care or bereavement support. * Frequent walking distances along hospital corridors and between sites. * Frequent use of key board skills, landline, mobile phone and MS Teams etiquette.   **Mental**  Repeated on a daily basis   * Periods of intense concentration when working with individual patients, carers and staff e.g. active listening to a distressed patient unable to attend a partner’s funeral service, helping parents cope with a stillbirth, a colleague facing loss of role. * Communicating sensitively with distressed/anxious/worried patients, relatives, staff and volunteers of different ages, different faiths, cultures and lifestyles. * Wearing of PPE when required.   Repeated regularly   * Concentration when participating in meetings e.g. in person and via MS Teams * Concentration when working on records and documents for accuracy   **Emotional**  A key characteristic in providing emotional support is empathy. A key characteristic in providing spiritual care is ‘presence’. As such a high level of emotional energy and spiritual resources is needed. On a daily basis, while working with patients, carers, staff, students and volunteers, the post holder will be expected to maintain a professional and caring attitude when faced with all levels and kinds of suffering.  The post holder will deal with:   * Occasional problems presented by members of staff e.g. balance of work and family. * Assisting with complaints e.g. supporting members of a nursing team in resolving difficult ward issues from communities where, e.g. referrals are not passed on to faith leaders, members of the public unable to access sanctuary spaces and or unable to find appropriate facility to support their spiritual/religious care when visiting a hospital. * The emotional trauma of others, dealing sensitively/wisely with anger, distress, emotions relating to illness, and various forms of loss and grief. * Information which may be of an emotional and distressing nature including frequently caring for patients following the receipt of bad news e.g. when a diagnosis is a life-changing situation, there is no cure for injuries, loss of work / terminal prognosis. * Loss, death and bereavement which frequently occurs e.g. supporting a family or staff team, following the death of a loved one and/or member of staff. * On rare occasions when the distress of bad news and feeling of abandonment turns to anger and aggression directed at the chaplain, seen as ‘God’s representative’. * Coping with challenges to personal belief/faith and values.   **Working Conditions**   * Frequent hand washing – wearing of clinical masks / PPE * Dealing occasionally with threat of violence, verbal abuse and indirect, e.g. dealing with complaints, and when working with patients, in mental health care units, accident and emergency, maternity etc. * Risk of direct exposure to bodily fluids (urine, faeces, blood, saliva, vomit, sputum) and infections e.g. MRSA, HIV, COVID when working with patients and families. * Required on occasion to carry out duties in secure units, for example in mental health hospitals, or at the bedside of those in police custody. |
| **11. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB** |
| * + Offering support to numerous people dealing with difficult emotional and spiritual trauma, loss and grief both sequentially and in parallel.      * + Prioritizing heavy demands on time from a number of different sources.   + Completing administrative tasks on time when clinical referrals are high. |
| **12 KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Person Specification –**   |  |  |  |  | | --- | --- | --- | --- | | **Qualifications** | **Essential** | **Desirable** | **How assessed** | | Degree level studies (or equivalent) in theology/religious studies/philosophy, including spiritual care | √ |  | A/C | | Post-graduate certificate in Healthcare Chaplaincy and/or a willingness to work towards this qualification | √ |  | | Certificate in Counselling / training in Community Chaplaincy Listening |  | √ | | IT skills, including experience of MS Office / Teams / Zoom | √ |  | | Willingness to undertake further job-related training | √ |  | |  |  |  | | **Experience** | **Essential** | **Desirable** | **How assessed** | | Proven experience of pastoral work with people in crisis, with those of different faith communities or with no declared faith | √ |  | A/I | | Demonstrate competence in supporting people in loss and bereavement | √ |  | | Experience of creating and facilitating memorial and celebration events, including occasional conducting of funerals which engage with the expressed needs of families |  | √ | | Experience of delivering education and training | √ |  | | Experience of spiritual care in a healthcare context | √ |  | | Demonstrate awareness of recent developments in spiritual care across NHS Scotland and the research that supports it |  | √ | |  |  |  | | **Behavioural Competencies** | **Essential** | **Desirable** | **How assessed** | | Demonstrates NHSGGC’s values of competence in quality, care and compassion, teamwork, dignity, respect, openness, honesty and responsibility through attitude and behaviours. | √ |  | A/I/R | | Openness to the diversity of faith communities and belief groups present in Scotland | √ |  | | Self-motivated, able to take initiative and to work autonomously and flexibly on site and very occasionally from home | √ |  | | Ability to work within a team and to line-management accountability | √ |  | | Commitment to on-going personal development and reflective practice | √ |  | | Excellent communication and interpersonal skills: person to person and in groups | √ |  | | Self-awareness and the ability to manage emotions and boundaries i.e. healthy emotional intelligence | √ |  | |  |  |  | | **Specific Job Requirements** | **Essential** | **Desirable** | **How assessed** | | Able to work out of hours on a rota for the NHSGCC-wide on call spiritual care service, eventually 24/7 | √ |  | A/I | | Able to work at any NHSGGC site, including at short notice during core working hours and out of hours | √ |  | | Willingness to participate in group reflective practice and personal clinical supervision, essential for wellbeing and professional best practice | √ |  | | Register with UK Board of Healthcare Chaplains | √ |  | | Have a current driving licence and access to a car for work purpose i.e. on-call | √ |  | |

**Key - How assessed**

A = application form

C = copies of certificates

I = interview

R = references