

**JOB TITLE:** SPIRITUAL CARE WORKER – GY&W  
**REPORTS TO:** EMOTIONAL WELLBEING TEAM LEADER  
**ACCOUNTABLE TO:** DIRECTOR OF PATIENT SERVICES  
**BASED AT:** ST ELIZABETH HOSPICE



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## **JOB SUMMARY**

To work with the multi-professional team providing spiritual and pastoral care to patients and families in the Great Yarmouth and Waveney area. To work within the Emotional & Spiritual Wellbeing Team to manage and support referrals. To be able to support spiritual care/emotional wellbeing volunteers. Working within the team to provide cover for Spiritual Care including some weekend working.

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## **OVERALL RESPONSIBILITIES**

- To work within the Therapy Team to provide spiritual, religious and emotional support to patients, relatives and carers in various settings – community, community care units and in patients.
- To attend a weekly referrals meeting with the Emotional and Spiritual Wellbeing team.
- To liaise closely with all of the Emotional and Spiritual Wellbeing team to manage referrals.
- To work as the duty therapist – providing telephone support, managing telephone enquiries, triaging and organising referrals.
- To ensure patient telephone enquiries are dealt with in a timely, professional manner.
- To ensure timely, accurate documentation of patient records via electronic system.
- To organise and participate in the provision of faith rituals.
- To plan, organise and participate in Hospice Remembrance Services in conjunction with the communication/fundraising team.
- To establish and maintain close links with faith leaders and organizations representing the multi-faith community.
- To be actively involved in developing a culture of spiritual awareness and competence across the Hospice workforce

## **PASTORAL RESPONSIBILITIES**

- To be alongside and listen.
- To help people to explore their emotions.
- To support people through serious illness, loss, change and death.
- To embrace all faith groups including working with other faith group leaders.

## **PRIESTLY RESPONSIBILITIES**

- To facilitate reconciliation.
- To pray with and read scriptures.
- To support communion.
- To support with preparation for funeral service and follow up, traditional services (Christian and other faiths), Remembrance Services (religious and non-religious), community services.

## **MANAGEMENT RESPONSIBILITIES**

- To supervise and support the work of the Spiritual Care volunteers.

## EDUCATIONAL RESPONSIBILITIES

- To promote knowledge and awareness of faith and spiritual care, both externally and internally.
- To maintain an awareness of relevant research and development in Chaplaincy practice and to maintain best practice in the Hospice.
- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days to the multi-professional team.

## PERSONAL DEVELOPMENT

- To devise with the Emotional Wellbeing Team Lead a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

## ORGANISATIONAL RESPONSIBILITIES

- To work at all times within the policies and guidelines of the Hospice.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources.
- To attend relevant meetings, providing effective communication.
- To participate in the development of clinical standards and clinical audit, working within the quality framework of the Hospice.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To participate in relevant activities which promote the Hospice, as requested.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work, you may occasionally be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE EMOTIONAL WELLBEING TEAM LEADER IN CONJUNCTION WITH THE POSTHOLDER



**PERSON SPECIFICATION  
SPIRITUAL CARE WORKER**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Qualifications & Training	Theological qualification	Post Graduate Palliative Care qualification  Adult teaching qualification  Counselling qualification  Ordained qualification/working towards becoming ordained
Knowledge & Experience	In providing spiritual and pastoral care  In multi-faith issues and conducting religious and non-religious services according to the wishes of the patient and/or family	Knowledge of NHS NICE and other national guidance and directives on delivering spiritual care  Knowledge and membership of the Association of Hospice and Palliative Care Chaplains (AHPCC)  Experience of working within a multidisciplinary team
Specific Skills	Able to establish links with other faith communities and good working relations with a multi-disciplinary team  Ability to identify spiritual care needs and write up individual spiritual care plans to meet assessed needs  IT literate – ability to use Microsoft packages and Outlook or willingness to undertake training	Able to use own vehicle to travel to various sites and community visits
Personal Qualities	Commitment to own personal and spiritual growth  Ability to show resilience in stressful situations  Perceptive, innovative and creative  Approachable, non-judgmental and effective communicator	

