

JOB DESCRIPTION

JOB TITLE:	Assistant Chaplain
BAND:	5
SALARY:	£25,655 - £31,534 per annum, pro rata
HOURS:	15 hours per week
TYPE OF CONTRACT:	Permanent
DEPARTMENT:	Chaplaincy-Spiritual Care
SPECIALITY / DIVISION:	Patient Experience
RESPONSIBLE TO:	Lead Chaplain

JOB SUMMARY:

The appropriate denominational authority whose licence will be held.

MAIN DUTIES & RESPONSIBILITIES:

1. To assist the Lead Chaplain, and collaborate with Spiritual Care Team and Spiritual Care Volunteers in delivering a safe and effective service which meets the needs of the Trust in providing for the Spiritual, Pastoral and Religious care of patients, their family carers and staff, within the Trust.
2. To visit patients, carers and staff in the wards and departments on a regular basis, providing pastoral and spiritual care to those of any faith or none, without prejudice, ensuring that the Spiritual Care Department fully upholds and embraces the principles of the Equality Act 2010.
3. To assist the Lead Chaplain in supporting diverse users of the Spiritual Care Services by ensuring that suitable facilities for religious observance, prayer and reflection are made accessible to all who require them, without discrimination. This will include appropriate support for people of no faith or belief, but who express a desire for pastoral care.
4. To assist, create and support corporate acts of worship which have spiritual significance; Annual Service for Special Babies; Annual Service of Reflection for relatives of those who have died within the RUH and other memorial services within the hospital. In addition, to be part of the roster for preparing, leading and coordinating volunteers with regards to the weekly Ecumenical Sunday Worship. During this pandemic period, we

have been exploring different ways of offering acts of worship- currently delivered from Bath Radio.

5. To work in partnership Ecumenically and with Faith leaders in the community to provide Religious, Spiritual and Pastoral care to patients, their family carers and staff, within the Trust.
6. Following a period of induction to share in a 24/7 on-call service as Trust Duty Chaplain to meet the needs of the Trust and to provide cover for colleagues during leave or absence. These responsibilities require a significant degree of operational involvement, frequently and at short notice, on an on-call basis. This will be approximately one on-call per week as per rota which will includes part of the weekend once a month.
7. To work across the Trust in a wide range of healthcare teams and to be able to identify opportunities for training needs under the supervision of the Lead Chaplain and team members.
8. Following a period of induction, to share in the training and supervision of all Spiritual Care Volunteers.
9. On occasions, provide specialist training for Clinical staff, and the Spiritual Care Team, specifically in aspects of spiritual care relating to communication, breaking bad news, recognising and treating spiritual pain, holistic care of the dying patient, care of the deceased patient, pre and post bereavement care.
10. To participate and work alongside the Patient and Carer Experience Group, Privacy Dignity and Respect Group, Health and Well-being Group.
11. To assist the Spiritual Care Team to ensure that resources and information describing Spiritual Care Services (Website and Patient Information Leaflets) are maintained, are up to date and are accessible for all who wish to access the Spiritual Care Services.
12. To assist the Spiritual Care Team in ensuring that processes are in place for the Spiritual Care Services to receive feedback from patients, their families, carers and staff, within the Trust and other organisations, in order to support service improvement.

POLICIES AND EXPECTED STANDARDS

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular set out what you as a post holder are required to follow at all times and you should study this carefully. Failure to comply with any of the Trust's policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

OUR VALUES & BEHAVIOURS

All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:



New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

CONFIDENTIALITY & INFORMATION GOVERNANCE

All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (2018) ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

SAFEGUARDING ADULTS & CHILDREN

All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

HEALTH AND SAFETY

Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All Employees are responsible for ensuring that:

- your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;
- where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.
- you follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

HEALTH & WELLBEING

The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their

colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

EQUALITY & DIVERSITY

The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce.

PATIENT AND CARER EXPERIENCE

The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:

- 1) Communicate clearly with people;
- 2) Involve patients and carers in their care and with the hospital;
- 3) Seek out and use patient and carer feedback in all services.

Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

STRUCTURE CHART



ANNUAL LEAVE ENTITLEMENTS:

Length of Service	Annual leave and public holidays
On appointment	202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time staff
After five years' service	217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time staff
After 10 years' service	247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff

NOTICE PERIODS:

Band	Notice Period
Band 1 – 3	4 weeks
Band 4	6 weeks
Band 5 – 6	8 weeks
Band 7 – 9	12 weeks

PERSON SPECIFICATION

CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
Qualifications & Training	<p>Ordained Priest or Lay minister in good standing with their faith community or authorising body and having permission to practice.</p> <p>Evidence of continuing personal and professional development.</p> <p>Appropriate level Prevent training</p>	<p>Experience of Healthcare Chaplaincy</p> <p>Training in Health Care Chaplaincy</p> <p>Membership of the College of Health Care Chaplains (CHCC), subscribing to its Code of practice and Professional Conduct or</p> <p>Membership of the United Kingdom Board for Health Care Chaplaincy (UKHBC)</p>
Knowledge & Experience	<p>Good presentation, training and teaching skills with an ability to engage with others.</p> <p>To be able to discern, assess and provide for the Spiritual, Emotional and Religious –</p> <p>Of patients, relatives, and staff - whatever their philosophy, belief and value systems</p> <p>To be able to make independent, specialized judgements regarding their care.</p>	<p>Counselling Training and De-briefing experience.</p> <p>Specialist knowledge of NHS guidance and directives on delivering Spiritual Care within the NHS.</p> <p>Specialist knowledge of all aspects of Spiritual Care and how this is applied to other faiths and cultural traditions.</p> <p>To be able to work in an Ecumenical and Multi-faith and no faith team</p>
Values	<p>Values and respects others, treats everyone as an individual, is non-judgemental</p> <p>Motivated to be genuinely kind and caring</p> <p>Helps and co-operates with colleagues</p> <p>Pro-active and takes responsibility</p> <p>Willing to learn, open to change</p>	

	<p>Motivated to make a difference in whatever way they can</p> <p>Takes pride in themselves, their appearance, their role and where they work.</p>	
<p>Specific Skills</p>	<p>Ability to work on own initiative, whilst co-ordinating a team and remaining accountable to the Lead Chaplain</p> <p>An excellent team player committed to team working and the development of other people</p> <p>Excellent interpersonal skills, able to develop good communication with a range of people about difficult, challenging distressing or sensitive matters in equally difficult or distressing situations.</p> <p>Ability to deliver care with kindness compassion dignity and respect even when own values are being challenged</p> <p>Committed to accepting and supporting others across the full Equality Diversity and Inclusion agenda from prejudice or bias. Understanding of Equality and Diversity legislation.</p> <p>Ability to handle highly sensitive confidential or contentious information in a highly emotive or hostile atmosphere working consistently under stress.</p> <p>Ability to provide Spiritual and Religious Care for the dying, critically ill and newly bereaved, including those experiencing sudden death or</p>	<p>To respond to all referrals to Spiritual Care Services and be willing to offer support during a Major Incident.</p>

	<p>pregnancy loss.</p> <p>Ability to enable others from any faith and none to address their spiritual needs in a manner consistent with their own culture, background, values and beliefs.</p> <p>Capable of preparing and leading corporate acts of worship which have spiritual significance</p> <p>Good level of competence in administration, computer skills (Database, Emails, Word processing, Trust eLearning). Effective with time management, including keeping to deadlines and the ability to work flexibly.</p>	
<p>Physical Skills & Effort Emotional Effort</p>	<p>Requires good physical, mental and emotional stamina. To be able to walk substantial distances around the hospital with long periods of standing.</p> <p>To be able to work creatively as part of a team or as a lone worker.</p> <p>Ability to recognise and manage personal stress and to maintain clear judgements and decisions under pressure.</p> <p>Sustained exposure to high level emotional distress in breaking news of a close family member's death, being present in the hospital mortuary to support bereaved family members to see their loved ones.</p> <p>Ability to respond in a timely manner to on call requests, with the ability to travel off-site</p>	

	<p>as and when required, including being able to undertake full on-call duties</p> <p>Potential exposure to contact with body fluids, medications and x-rays is an inevitable part of Spiritual Care Ministry.</p>	
<p>Requirements due to Working Environment</p>	<p>Ability to work on own initiative, whilst co-ordinating a team and remaining accountable to the Lead Chaplain</p> <p>An excellent team player committed to team working and the development of other people</p> <p>Excellent interpersonal skills, able to develop good communication with a range of people about difficult, challenging distressing or sensitive matters in equally difficult or distressing situations.</p> <p>Ability to deliver care with kindness compassion dignity and respect even when own values are being challenged</p> <p>Committed to accepting and supporting others across the full Equality Diversity and Inclusion agenda from prejudice or bias. Understanding of Equality and Diversity legislation.</p> <p>Ability to handle highly sensitive confidential or contentious information in a highly emotive or hostile atmosphere working consistently under stress.</p>	<p>To respond to all referrals to Spiritual Care Services and be willing to offer support during a Major Incident.</p>

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