



# Job Description and Person Specification



## Job Description

<b>Job Title</b>	<b>Chaplain</b>
<b>Band</b>	6
<b>Hours</b>	37.5
<b>Department</b>	Chaplaincy
<b>Division</b>	Patient Experience, Engagement and Involvement
<b>Location / Hospital Site</b>	Multiple
<b>Responsible to</b>	Head of Chaplaincy
<b>Accountable to</b>	Director of Patient Experience, Engagement and Involvement
<b>DBS Level</b>	Enhanced
<b>DBS Barring</b>	Yes
<b>DBS Workforce</b>	Adult and Child

## Role Summary

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide excellent care every time.

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

In support and furtherance of these values, the Trust's chaplaincy service provides spiritual religious and pastoral care to patients, their visitors and staff. The Chaplain will deliver spiritual, pastoral and ethical religious support to patients, staff and visitors over one or more sites.

## Key Working Relationships

The post holder's key working relationships will be with:

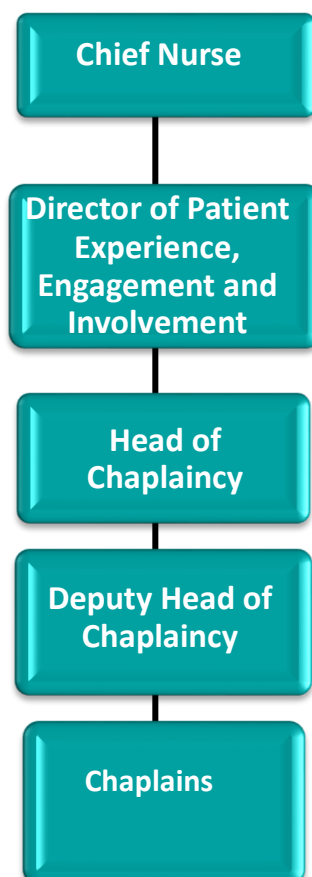
### Internal:

- Corporate and clinical service leaders, including the clinical divisions, communications, information, the Trust charities, digital, estates and research and innovation
- Wider patient experience teams
- Volunteering services
- Patients and their representatives
- Staff

### External:

- Diocese
- Community organisations
- ICS partners across the health and care economy in Sussex
- Regional networks

## Structure Chart



## Main Duties and Responsibilities

To directly deliver chaplaincy services that effectively:

- Discern emotional and spiritual needs
- Arrange appropriate response with available resources
- Provide continuing support and strength
- Act as a spiritual, pastoral and ethical religious resource
- Assist when necessary and appropriate with emergency marriages, civil partnerships, baptisms and blessings
- Provide on-call access when a major incident is declared, and
- When on-call to have responsibility for responding appropriately to all calls relating to spiritual and religious care

## Communication

- To be a skilled and empathetic communicator, to be able to establish and maintain relationships, sometimes in emotionally challenging and hostile environments and to lead, coach and inspire the chaplaincy teams to also fulfil these requirements.
- To be able to negotiate and work within highly complex and sensitive situations and to provide acting as a strategic point of advice on spiritual practice and care for both chaplaincy teams and wider trust leaders.

## Service Delivery and Improvement

- To develop Chaplaincy and spiritual care services alongside colleagues. To undertake such duties as directed by the Lead Chaplain as needs demand.
- To be able to make specialised independent judgements regarding spiritual care, dependent upon situation.
- To respond to Major Incidents on behalf of the Chaplaincy – Spiritual Care Team. To be Chaplain on-call as required.
- To conduct services of public worship, thanksgiving or commemoration regularly in the hospitals, in accordance with own religious or belief tradition and ecumenically as required, and to administer faith community rites and practices to patients on the wards, and to otherwise provide for people who are unable to remain in contact with their faith or belief community.
- To conduct funerals where appropriate, and to advise, or to seek advice, on all spiritual aspects of bereavement (pre and post death) care and funerals. To take part in or lead such memorial services and other corporate or public events as the Trust requires.
- To maintain the highest quality of service required though the agreed national, Trust and department standards, and the Trust and department objectives.
- To maintain activity and audit sheets

- To assist in the production of information sheets and leaflets for the chaplaincy service.

### **People Management and Development**

- To be available where opportunity arises to co-operate in the training of students, and to try and ensure all new members of Trust staff are familiar with the workings of the Chaplaincy – Spiritual Care Department.
- To be able to offer such training to the Trust as required for their own particular faith or belief community and to be willing to be trained in order to offer specialised training in spiritual, ethical, cultural and multi-faith issues.

### **Patient Care Delivery**

- As part of team, to offer 24 hour cover for religious and spiritual needs, specifically overnight generic on-calls each week and such weekday and weekend work and extra overnight on-calls as may be deemed necessary by the Chaplaincy – Spiritual Care Department. To offer emergency generic cover to any area of the Trust either in person or remotely if that is not possible. To be able to respond to A&E and to emergencies as the Duty Chaplain.

### **Learning and Development**

- Support training and education available across the organisation in relation to chaplaincy
- Participation in and delivery of training, including developing and deliver training / educational materials and presentations through organised sessions to promote staff and patient support
- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

## Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

***‘excellent care every time’***

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

## Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
  - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
  - The patient being at the heart of every element of change
  - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
  - Continuous improvement of our services through small steps of change
  - Constantly testing the patient pathway to see how we can develop
  - Encouraging frontline staff to lead the redesign processes

- Equal voices for all
- Engagement of staff is a big factor in job performance.
- Good engagement leads to improved quality, mortality and safety measures

## Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

## Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities. Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective. All staff have a duty to report any behaviours which contravene this to their managers.

## Workplace and Environmental Factors

<b>Physical</b>	<p>Standard keyboard skills</p> <p>A combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.</p> <p>Ability to travel across sites</p>
<b>Emotional</b>	There will be regular/ frequent exposure to distressing or emotional circumstances.
<b>Mental</b>	There is a frequent requirement for concentration in the day to day work where the work can be unpredictable.
<b>Working Conditions</b>	Occasional exposure to unpleasant working conditions or hazards.

## Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Experience/ Qualifications	<p>Authorised, licenced or ordained person / minister / priest or pastoral carer in good standing with their authorising / licencing / ordaining or belief / faith / religious authority or equivalent community organisation. Christian applicants will be a member of one of the churches affiliated and registered with Churches Together in Great Britain and Northern Ireland.</p> <p>Academic qualifications leading to ordination, licencing or authorisation in belief, spiritual and or religious care.</p> <p>Substantial education in healthcare, or theology/religious studies</p> <p>To be registered / accredited to a recognised UK national Chaplaincy organisation providing standards and guidance for professional Chaplains or be prepared to work to the standards and codes of conduct of such an organisation.</p>	AF, I, A	<p>Registered with UK Board of Healthcare Chaplaincy.</p> <p>Counselling qualification or substantial training.</p> <p>Training or substantial experience in adult education or pastoral supervision.</p>	AF, I, A



<b>Skills</b>	<p>To have had extensive pastoral experience of caring for those requiring hospitalisation or appropriate transferrable skills.</p> <p>To have extensive experience of visiting / working in a healthcare setting or appropriate transferrable skills.</p> <p>To be able to demonstrate appreciable empathy and support for people regardless of religion or belief.</p> <p>To be able to demonstrate substantive knowledge of spiritual care and how this is applied in diverse belief, faith and cultural traditions.</p> <p>To be aware of the need to listen before responding and to recognise that you are part of a team of people working towards the patient's best interest.</p> <p>To be prepared to talk about faith, religion and belief when appropriately required.</p> <p>Ability to build compassionate pastoral relationships.</p> <p>Excellent interpersonal skills.</p> <p>Ability to provide complex spiritual care for patients experiencing emotional and spiritual pain related to acute, chronic and terminal illness.</p> <p>Ability to provide spiritual care for the dying, the critically ill and the newly bereaved.</p> <p>Ability to support those experiencing pregnancy loss.</p> <p>Ability to advise staff on the appropriate care of patients and relatives of religions and belief</p>	<b>AF, I, A</b>	<p>To have had experience of ministering to the dying along with their family and friends.</p> <p>To be able to demonstrate knowledge of NHS guidance and directives on delivering belief, religious and spiritual care within the NHS.</p>	<b>AF, I, A</b>

	<p>other than their own and when and whom to refer.</p> <p>Ability to fully support colleagues, patients and staff where interpretations of religious doctrine and practice are different to one's own.</p> <p>Ability to deliver training in spiritual care and communication skills for staff as required.</p> <p>Strong personal spirituality and a commitment to developing one's own spirituality and expression within a multi-cultural, multi-faith and multi-belief environment.</p> <p>To be able to assess, reflect, respond and monitor interactions with patients, relatives volunteers and staff in the provision of religion and belief care.</p> <p>To be able to work on your own as well as be part of a small team within the larger structure of the hospital.</p> <p>Well organised, and able to effectively manage own time and workload and be able to work with the Head of Chaplaincy to create and maintain rotas and data collection and recording processes.</p> <p>Evidence of having undertaken own development to improve understanding of equalities issues</p>	I		
<b>People Management and Development</b>	Experience of delivering training or facilitating workshops/ development sessions.		Experience of developing inclusive services and overcoming barriers to engagement	

	Experience of managing staff or volunteers in delivering a pastoral or spiritual care service.			
<b>Specific Requirements</b>	<p>To be registered / accredited to a recognised UK national Chaplaincy organisation providing standards and guidance for professional Chaplains or be prepared to work to the standards and codes of conduct of such an organisation.</p> <p>To be able to respond to call-outs and be physically present on at least two trust main hospital sites within 60 minutes of being called in normal traveling conditions.</p> <p>Able to sustain intense concentration when supporting patients, relatives and staff; these can be for long periods of time.</p> <p>Able to remain calm and provide a high level of emotional support for those who have high levels of distress or who on occasions are presenting challenging behaviour such as anger/aggression.</p> <p>Able to work with multiple presenting problems (e.g. mental health issues in addition to trauma and/or adjustment problems).</p> <p>To offer a sensitive and accessible service to patients, relatives and staff from different cultures and backgrounds with differing opinions and expectations.</p> <p>To demonstrate an awareness of how demanding working in healthcare can be and to demonstrate strategies for</p>	<b>AF, I, A</b>	A knowledge of healthcare in NHS Trusts and an ability to understand how trust policies and procedures impact on different groups of staff and patients.	<b>AF, I, A</b>

	<p>coping and to recognise the need to seek emotional and spiritual support to enable safe practice.</p> <p>Commitment to the principles of quality and service improvement.</p> <p>Good understanding of legislation and regulatory frameworks, national and local policies relating to best practice.</p> <p>Understanding of health inequalities and reducing barriers to engagement.</p> <p>Knowledge of the Equality Act.</p>			
<b>Freedom to Act</b>	<p>Works within broad occupational policies and has the freedom to initiate action within chaplaincy procedures.</p>			
<b>Equality, Diversity, and Inclusion</b>	<p>Evidence of having championed diversity in previous roles (as appropriate to role).</p>	<b>I</b>		

