

1. General Information

Position Title:	Pastoral Care Worker
Division/Department:	Epworth Richmond/Pastoral Care Services
Position Reports to:	Senior Chaplain / Pastoral Care Manager
Enterprise/Individual Agreement:	Epworth HealthCareProfessionals EA (2024)
Classification/Grade:	
Location:	Richmond / East Melbourne
Employment Status:	Casual
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	
Key Relationships - internal and external	<ul style="list-style-type: none">• Epworth patients, families/significant others, and staff.• Pastoral Care team members• NUMs, A/NUMs and other staff on the multi-disciplinary team

2. Overview of Epworth HealthCare

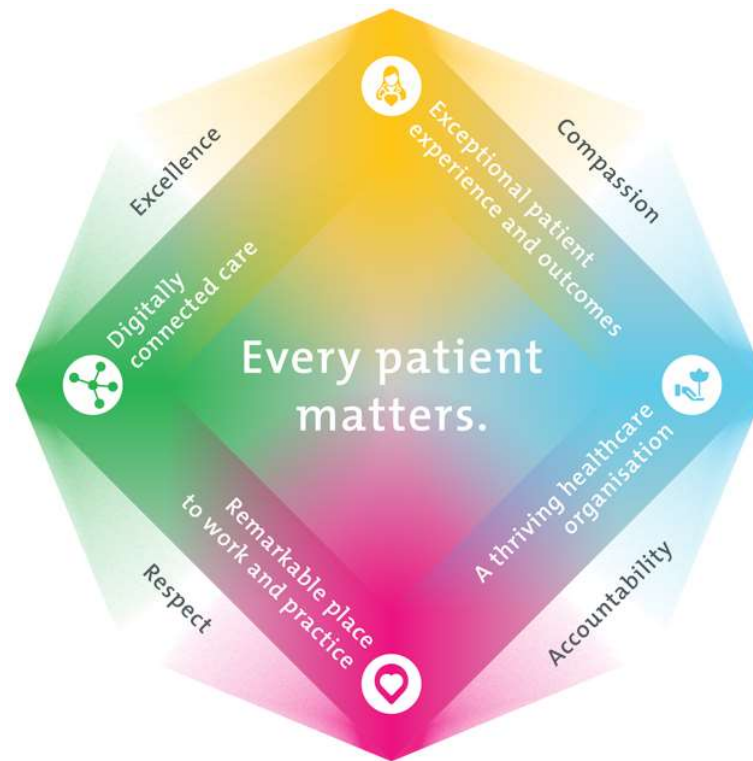
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

As a member of the pastoral care team, the Pastoral Care Worker is responsible for the provision of spiritual and emotional support to patients, families/significant others, and staff within the hospital setting at Epworth Richmond and East Melbourne.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
Leadership and culture	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Provision of Care	

<ul style="list-style-type: none"> • Provision of Pastoral Care to patients, families/significant others and staff in areas designated by the Senior Chaplain following consultation with the Pastoral Care Worker. • Build positive relationships with patients, families/significant others and staff. • Respond with sensitivity to psychosocial, cultural, religious and spiritual aspects of illness and hospitalisation • Liaise with external faith leaders to specific needs is met • Participate with the Pastoral Care team in developing and presenting reflective and special services as required. • Respond to referrals and refer on to another staff member when appropriate. • Support Clinical Pastoral Education (CPE) Interns as appropriate. • Assist with the education of nursing and other staff when requested. • Communicate with members of other disciplines regarding specific patient needs. • Provide prayer, reflection and meditation when required. • Rostered for emergency out-of-hours response (on-call roster). 	<ul style="list-style-type: none"> • Patient satisfaction surveys indicate high ratio of complements • Pastoral Care team objectives are achieved • In-services and education programs for staff are well received. • Actively seeks and engages in professional development opportunities within the workplace and externally • Formal annual review conducted by Senior Chaplain/Pastoral Care Co-ordinator.
<p>Quality Improvement</p> <ul style="list-style-type: none"> • Assist with the design and implementation of quality improvement programs under the framework of the hospital accreditation system. • Contribute towards the effectiveness of pastoral care within the hospital. 	<ul style="list-style-type: none"> • Quality improvement surveys complete and results documented.
<p>Risk Management</p> <ul style="list-style-type: none"> • Receive regular professional supervision • Compulsory hospital competencies/training are completed/attended. 	<ul style="list-style-type: none"> • Emotional burnout is minimised • Attends/completes 100% compulsory hospital training

	<ul style="list-style-type: none"> • 100% compliance with relevant infection control and occupational health and safety policies and procedures.
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Role model and actively promote a culture of high quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner
<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p>	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures

<ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions 	<ul style="list-style-type: none"> • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Tertiary level studies in Theology, Pastoral Counselling, Social Sciences or equivalent • Minimum of two (2) units of Clinical Pastoral Education, one unit at Advanced level (now called Level Three) or equivalent program of supervised work experience. <p>Desirable</p> <ul style="list-style-type: none"> • Loss, grief and bereavement qualifications/experience.
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience offering pastoral care in a health care facility <p>Desirable</p> <ul style="list-style-type: none"> • CPE Supervisory experience.

Position Description

<p>Required Knowledge & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Ability to work in a diverse team • Awareness of issues of confidentiality and hospital procedures • Provide emotional and spiritual support enabling people (staff, patients and families/significant others) to develop their own self care in a holistic manner • Provide loss, grief and bereavement support and counselling • Awareness of staff needs particularly in times of trauma, stress and uncertainty • Critical incident defusing and debriefing • Involvement in professional development including education programs, workshops and seminars • Undertakes regular professional supervision • Seeks and maintains active membership of Professional Association • Involvement in and support of Epworth professional practice initiatives <p>Desirable</p> <ul style="list-style-type: none"> •
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Knowledge of and respect for religious and cultural differences including respecting the dignity of each person in non-judgmental ways and attending to the specific needs of Indigenous and Torres Strait Islander and LGBTIQ+ patients, families/significant others, and staff. • Highly developed interpersonal skills with an ability to work in a multi-disciplinary team. • Ability to provide timely and appropriate emotional and spiritual support. • Experience in the care of the sick and dying • Sensitive to the psychosocial, cultural, religious and spiritual aspects of illness and hospitalisation. • Ability to build and maintain rapport and effective relationships with staff. • Commitment to ongoing professional development and regular professional supervision • Current working with children check. Epworth police check will also be required. <p>Desirable</p> <ul style="list-style-type: none"> •

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
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Position Description



2014	Updated October 2024	Senior Chaplain / Pastoral Care Manager
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8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature:

Print Name:

Date: