

Position Title:	Spiritual Care Coordinator
Operationally reports to:	Divisional Operations Director Acute Allied Health and Ambulatory Aged Care Services
Professionally reports to:	Chief Allied Health Officer
Department:	Allied Health
Directorate:	Community Care & Mental Health
Cost centre:	R1753
Code & classification:	Grade 6 (HS6)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Health Service in the Hume Region of Victoria, with campuses located at Shepparton, Euroa, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub-region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that staff are immunised against Influenza where mandated. Therefore, employment within GV Health may be conditional upon evidence of having been vaccinated.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

The Spiritual Care Coordinator reports directly to the Divisional Operations Director Acute Allied Health and Ambulatory Aged Care Services.

The Spiritual Care Coordinator will lead the establishment and continued development of the Spiritual Care program at GV Health. The Spiritual Care program will be aligned with Spiritual Care Australia (SCA) Standards and Policies, including the SCA Code of Conduct and GV Health policies and procedures. There are no direct reports to this role. However, the Spiritual Care Coordinator works closely with spiritual leaders in the community and is responsible for the coordination, supervision and leadership of a team of Spiritual Care volunteer practitioners, e.g. credentialed clergy, chaplains etc, to ensure that the spiritual care needs of patients, their families, carers and staff, inclusive of all beliefs, are identified and addressed. The Spiritual Care Coordinator will also be required to undertake direct Spiritual Care clinical practice.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Lead and undertake direct clinical practice in Spiritual Care including Spiritual screening, assessment, counselling, support and ritual in matters of a person's beliefs, tradition, values and practices.
- Lead as well as undertake direct clinical practice in spiritual care planning and bereavement care.
- Provide service coordination and ensure all people have access to the Spiritual Care service with ease and ensure prompt assessment of new referrals as well as allocation and prioritisation of caseloads.
- Ensure that the Spiritual Care team obtain regular internal and external supervision in accordance with the relevant practice standards of professional body Spiritual Care Australia.
- Provide the Spiritual Care Volunteers with informed secondary consultations and assist in making informed referrals and developing plans to support exceptional patient care.
- Provide the Spiritual Care Volunteers with the opportunity to debrief after complex or distressing intakes and interventions including counselling sessions.
- Provide information regarding services, supports and referral options to staff and patients as required.
- Demonstrate an understanding of cultural issues with a view to provision of culturally safe and responsive care which is inclusive of all communities and beliefs, practices and traditions.
- Coordinating a comprehensive Spiritual Care volunteer induction, orientation and training program.
- Maintaining a current database of Spiritual Care volunteer records including rosters and Spiritual Care volunteer details and training.
- Ensuring all processes are sound and consistent to meet the requirements of the Australian Standards for Volunteers – in particular recruitment, training, evaluation and safety.
- Working with staff to plan and provide Spiritual Care volunteer services that meet the needs of the organisation.
- Providing regular communication and support to Spiritual Care volunteers.
- Review and improve services with staff, volunteers and the community.
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Providing leadership and coordination of Spiritual Care volunteer services, liaising with staff, volunteers and the community.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

1. Quality and safe clinical care for consumers

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Promote and develop the Spiritual Care service to achieve its full potential through liaison with other departments and managers within GV Health
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.

3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Ensure Spiritual Care services maximise consumer outcomes through continually monitoring, evaluating and improving practice by undertaking quality driven activities, including audit and review
- Ensure the Spiritual Care service operates in line with relevant guidelines and objectives, quality standards, organisational policy and legislative standards
- Ensure provision of Spiritual Care practice meets benchmarked standards of care, which is reviewed and monitored through consumer feedback
- Maintain current knowledge of hospital-based Spiritual Care practice
- Actively lead and identify where improvements can be made to the quality of consumer care
- Support and assist with approved research programs as required

4. Commit to ongoing professional development of self, other employees and the profession

- Maintain and demonstrate regulated skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Ensure adequate supervision of volunteers within the service so that client care is appropriately supported to achieve identified goals and care outcomes
- Actively manage volunteers to ensure that health and safety, employment principles and legislative requirements are met
- Identify specific volunteer education and development needs, recognise competencies of volunteers and ensure volunteers complete compulsory competencies
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews

QUALITY, SAFETY, RISK and IMPROVEMENT

1. Ensure compliance and application of responsibilities as outlined in the GV Health Risk Management framework
2. Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
3. Maintain a safe working environment for yourself, your colleagues and members of the public
4. Investigate, evaluate, report and manage risk through appropriate systems and ensure actions are taken to prevent and minimise harm to consumers and the healthcare workforce
5. Contribute to organisational quality and safety initiatives
6. Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
7. Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health care provider

KEY PERFORMANCE INDICATORS:

- Recruitment of adequate volunteer levels to meet the needs of GV Health
- Attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements as outlined in relevant GV Health education and training frameworks
- Service performance reporting is established, and monitored through relevant governance meetings
- Active participation in the Performance and Development Review process

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- At least 5 years' experience working in the spiritual care field in a public health (or other relevant) context, including provision of spiritual care with consumers with complex needs and in bereavement care.
- Demonstrated leadership skills and administration skills as a Coordinator and/or Senior Spiritual Care Practitioner.
- Supervised training in providing spiritual care (equivalent to 2 units of Clinical Pastoral Education)
- Capacity to work at Level (3 or 4) of the Capability Framework for Spiritual Care Practitioners in a Health Service.
- Excellent interpersonal, communication and listening skills.
- Proven ability to work with patients, families, carers and staff who have diverse beliefs, practices and traditions.
- Ability to work effectively in a multi-disciplinary team and with families, exhibiting initiative and facilitative qualities.

- Possess high level theoretical understanding and an inclusive approach to your clinical practice in relation to working with patients, their families, carers and staff.
- Well-developed computer, compliance keeping and reporting skills
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment.
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.

Desirable

- Demonstrated experience in establishing and monitoring provision of Spiritual Care Services in a public health (or other relevant) context

Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Consumer Care Role			
1.	manual handling (pushing, pulling equipment)	11.	Exposure to substances and hazardous materials
2.	general consumer handling and clinical duties	12.	working at other locations may be required
3.	sitting, standing, bending, reaching, holding	13.	dealing with anxious or upset consumers or members of the public
4.	pushing pulling trolleys and equipment	14.	driving a motor vehicle
5.	working alone		
6.	general clerical, administration work, computer work		
7.	use of personal protective equipment and handling		
8.	operating equipment		
9.	handling general and infectious waste		
10.	participating in shift work and on-call		

Reviewed by	Divisional Operations Director Acute Allied Health and Ambulatory Aged Care Services
Issued	January 2025
Reviewed	December 2024

I acknowledge:

1. That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
2. That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health's Child Safety Standards procedure.
3. That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
4. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
5. I understand that the information provided is a general outline and may not encompass every aspect of the position.
6. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
7. I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ / /

(Print Name)