



## **Job Description**

**Post:** gesh Deputy Head of Chaplaincy and Voluntary Services

**Band:** 8A

**Hours of Work (p/w):** 37.50

**Service Centre/Directorate:** Group Corporate Nursing

**Base:** St George's Hospital but the post holder will be required to work at any of the Trust's sites.

**Accountable to:** Group Chief Nursing officer and DIPC

**Reports to:** gesh Head of Chaplaincy and Voluntary Services

**Responsible for:** Patient Spiritual and Pastoral Care including Voluntary Services

### **Key working relationships:**

#### **Internal:**

- Group Head of Chaplaincy and Voluntary Services
- All wards and departments
- Bereavement Service
- Mortuary Service
- Chaplaincy Volunteers
- Inpatients
- Community patients
- Relatives and carers,
- Staff in your portfolio within gesh
- Multi-disciplinary teams, senior managers, senior nurses and clinicians
- National chaplaincy bodies
- Chaplaincy staff and volunteers
- Representatives and countywide religious groups and local faith community representatives.
- Psychology services
- Group Patient experience lead
- Complaints and Improvements Team
- PALS
- Service Improvement/ Transformation team
- Healthy and Safety Lead
- Estates and Facilities Team

#### **External:**

- Voluntary and community groups

## **George's, Epsom and St Helier University Hospitals and Health Group**

George's, Epsom and St Helier University Hospitals and Health Group is a new hospital group, comprising St George's University Hospitals NHS Foundation Trust (SGUH) and Epsom and St Helier University Hospitals NHS Trust, which includes Sutton Health and Care and Surrey Downs Health and Care. Sharing a single Chairman, Chief Executive and Executive team, the GESH Group is one of the largest healthcare providers in the country, with a combined annual turnover of around £1.5 billion, 16,000 staff, and serving a population of approximately 3.5 million people across South West London, Surrey, Sussex and beyond. The GESH Group provides a full range of local hospital services across its sites at St George's Hospital in Tooting, Queen Mary Hospital in Roehampton, Epsom Hospital and St Helier Hospital, and provides a range of specialist services from St George's.

Working as a hospital group allows for more joined up decision making for local people, a larger and more resilient clinical workforce, reduced variation in care and access to a wider range of services for our patients.

The Group Chief Nurse (GCNO) and Group Chief Medical Officer (CMO) are the Executive Directors jointly accountable to the Trust Boards for the delivery of the quality and safety agenda, including patient experience.

### **Job Summary:**

- To have deputised responsibility for the strategic development and operational management of chaplaincy spiritual care services and volunteers to the Trust and the Medical School.
- To be responsible for the provision of spiritual and religious care to patients, their relatives, staff of the Trust and staff and students at the medical school which meets professional standards and best current practice, including participation in the out of hours on-call rota for chaplains.
- To work as an autonomous practitioner of pastoral and spiritual care; teaching, advising and giving mentorship to others in the management of complex, often crisis, situations within and external to the gesh Group.
- To be a point of reference for religious and spiritual matters in the gesh Group, providing highly specialist knowledge and advice on request; this will include advice at the time of a death and in the period of bereavement following a death.
- Gathering, analysing and reporting appropriate data to the Head of Chaplaincy and Voluntary Services in line with agreed key performance indicators set by the Head for this team.
- To assist the Head of Chaplaincy and Voluntary Services in the provision of an annual report to the trust board on Chaplaincy services and Volunteers.
- The Group Deputy Head of Chaplaincy and Voluntary Services will provide leadership, support, and guidance to the volunteering team.
- Be responsibility for day-to-day management of the volunteering teams, you will work to ensure that our service responds to the need of the Trust whilst providing a rewarding, high-quality, experience for volunteers.

### **Vision and Values**

The post holder is expected to have a clear understanding of how this post contributes to the achievement of the Group strategy of Outstanding Care, Together

Our strategy is founded on four key priorities; Collaboration and Partnership; Affordable healthcare, fit for the future; Right Care, Right Place, Right Time; and Empowered, engaged staff.

All our staff are expected to share the values that are important to the Group and Sites and behave in a way that reflects these.

### **Main Duties/Key Results Areas:**

- Assist and lead in the provision of student chaplaincy services to St. Georges University of London (1300 students)
- Contribute to the strategic development in matters of student engagement and welfare which Includes membership of the interfaith forum, Campus good relations group, student support and development committee and the equality and diversity committee
- Delivery of projects resulting from membership of above groups
- Organise and deliver training on spiritual care services at induction and graduation
- Regular engagement with university faith societies. This will include worship, group meetings and special events
- Provision of one-to-one pastoral support to students and volunteers as required
- Supporting SGUL staff in the management of critical incidents affecting members of university community
- Attend operational meetings with the assistant registrar (student services)
- Gather, analyse and present agreed data and user feedback in line with SGUL service activities or as directed by the Group Head of Chaplaincy and Voluntary Services
- Managing the chaplaincy and volunteer resource (workforce) to ensure cover and support is provided as required
- Proactively engage in research as directed or required
- To manage highly confidential, contentious and sensitive information from patients, their families and friends and members of staff.
- To work frequently in situations that are traumatic and occasionally hostile for all involved dealing with strong or extreme views: patients, their friends and relatives, and members of staff.
- To work in cooperation with parish clergy and other faith leaders to provide excellent spiritual and pastoral care for members of their communities while in hospital, always within the NHS guidelines on confidentiality.
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
- Arranging and conducting baby funerals of any gestation, including neo-natal death, in collaboration with bereavement services and the mortuary. (Bereavement services to complete relevant paperwork)
- To act as the deputised local and national adviser for hospital chaplaincy posts across the NHS as

required.

- Work to develop and implement a Volunteer Services management architecture that ensures the effective day to day management of the Volunteer Services teams.
- Support the development of recruitment, training, deployment, monitoring & evaluation frameworks/pathways that ensure the effective recruitment, promotion and retention of volunteers across gesh
- Work to oversee the development of an end-to-end volunteer supporter care journey to ensure that every volunteer feels valued, included and informed.
- Devise formal and informal ways of recognising and celebrating the contributions of volunteers.
- Organise Trust and gesh wide volunteer service events that celebrate volunteers' commitment, providing activities to keep them engaged, and provide new opportunities to be developed.
- Work with the Volunteer Services Manager to identify and coordinate training needs for volunteers

### **Knowledge, Training and Experience:**

- To organise and lead training for trust staff. This includes trust induction, new nurse starter days, training for allied health professionals and medical staff induction.
- Ensure that chaplaincy team members fulfil their Trust mandatory training requirements. This must include both safeguarding for adults and children and PREVENT training.
- To be prepared for, and respond to, urgent situations at any time; to manage very unpredictable work pattern for self, and other members of the chaplaincy and volunteer team.
- To provide pastoral, spiritual and religious counselling to patients, their relatives and staff, especially those who are bereaved or otherwise overwrought.
- To have an insight into, and understanding of, the spiritual and religious needs of patients and staff, and to promote spiritual care as an integral part of healthcare.
- To have specialist knowledge of the spiritual and religious needs of people of different faiths, cultures and traditions and make provision for those needs to be met appropriately.
- To ensure that professional development and appropriate continuing education are undertaken regularly by self and all members of the team.
- To participate in the training and supervision of students on practical pastoral placements within the chaplaincy from theological training colleges and courses.
- To organise and lead training in response to requests from Trust staff for teaching and training on grief and loss and other subjects appropriate to the role of the chaplain.
- To ensure skills are up-to-date and relevant to the role, to follow relevant Trust's and gesh policies and; professional codes, and ensure team members keep their skills up-to-date.
- Analytical and Judgement skills
- To exercise discernment and judgement in assessing people and their situations quickly, especially in highly complex crisis situations; to analyse and respond appropriately to these situations, giving highly specialist advice to members of the professional multi-disciplinary teams and to patients and their

relatives and friends.

- To lead or participate in, consultations and de-briefing processes with gesh Trust managers, staff and students as appropriate.
- To be able to advise staff, patients and carers on spiritual and multi-cultural issues.
- To respond appropriately to referrals from staff and patients for assistance with pastoral and spiritual matters.

### **Planning and Organisational Skills:**

- To work independently with freedom to initiate action within chaplaincy standards and in-line with Trust and gesh policies and guide and support team members to do likewise.
- To work independently with freedom to initiate actions in the strategic development of SGUL services.
- Contribute to the strategic development in matters of student engagement and welfare which includes membership of the interfaith forum, Campus good relations group, student support and development committee and the equality and diversity committee
- To plan and lead worship services for staff and patients, appropriate to their need and situation; these are frequently in response to situations of grief and loss. This will include officiating at contract funerals for babies and adults arranged by Trust bereavement staff.
- To administer the sacraments as required.
- To maintain and enhance own life of prayer and spiritual development and encourage team members to do so.
- Communicate complex information to a variety of stakeholders using information from local data that has been validated.

### **Responsibility for Patient/Client Care:**

- To ensure there is provision for the complex spiritual, pastoral and religious needs of patients (including those who are children), relatives and staff, especially for those who are unable to remain in contact with their regular place of worship.
- To help patients and their relatives articulate their spiritual and religious needs and identify resources to address those needs.
- To respond to the practical and existential needs that arise from the impact of illness, dying and death on individuals and families using highly specialist counselling skills.
- To make referrals as appropriate to parish clergy and representatives of other faith groups.
- To work in collaboration with the bereavement and mortuary services to ensure a timely and professional service in relation to burial following death.
- To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.

**Responsibility for Policy and Service Development:**

- To lead in the development and implementation of a strategy for the professional development of the chaplaincy service to meet the changing needs of the modern health service.
- To work independently with freedom to initiate actions in developing a strategic plan for medical school services.
- To observe implement national standards set for the effective working of the chaplaincy service.
- To ensure that systems are in place to collect and analyse data relating to key performance indicators and to report to trust committees as required.
- To contribute to the theological and professional development of the chaplaincy team.
- To develop interests in specific areas of healthcare and participate in research relevant to those areas.
- To chair regular chaplaincy team meetings to assist the team members in knowing what developments are taking place within the Trust
- To lead regular team reflective practice.

**Responsibility for Physical Resources:**

- Lead responsibility for ensuring that the chapel, prayer room and multi-faith room are maintained at a standard suitable for their purposes at all times.
- To organise the provision of appropriate spiritual literature for the use of staff and patients.
- To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.
- Responsibility with the Group Head of Chaplaincy and Voluntary Services for Human Resources
- To lead and manage the chaplaincy team.
- To ensure that each member received an annual IPR.
- To work collaboratively with all other members of the chaplaincy team.
- To participate in the training and supervision of students and volunteers working within the chaplaincy team in both organisations.
- To work in accordance with the Trust's Equal Opportunities policy to eliminate unlawful discrimination in relation to employment and service delivery.
- To comply with Trust and gesh Healthcare No Smoking Policies.

**Responsibility for Information Resources:**

- To be responsible for the production of the chaplaincy and volunteer teams annual reports, to analyse and present data and to be ready to speak in whatever forum the Trust considers appropriate on information within that report.

- To lead on reviewing and up-dating relevant Trust and medical school policies in conjunction with relevant clinical and legal colleagues.
- To keep a record of daily activities as requested to do so, for inclusion in the chaplaincy and volunteers annual report.
- To use appropriate computer skills to communicate with other health care professionals; to record and monitor the work of the chaplaincy team; to collect and audit data as required.

#### **Freedom to Act:**

- To initiate and take responsibility for own work within the parameters of national and Trust standards.
- To have the freedom to initiate appropriate action in line with professional expertise, and to work in a managed (rather than supervised) way.

#### **Emotional Effort:**

- To handle frequent exposure to highly distressing and emotional situations, involving trauma, terminal illness and death.
- To manage unpredictable work patterns with frequent interruptions to respond to pastoral emergencies.
- To be on-call during the night and at weekends.
- To minister with integrity to others who have a different philosophy, value and belief system.
- To provide a focus for patients spiritual and religious needs throughout their stay in hospital.
- An exceptional high level of communication is required to manage exposure to unpleasant working conditions and to occasional verbal aggression from patients and others.
- To be able to respond readily and appropriately to requests for chaplaincy presence on wards or in departments of the hospital outside of normal working hours, when "on-call".

#### **Research and development:**

- To participate in research projects within the trust or the medical school as required.
- Ensure an evidence-based service in which chaplaincy practices are based on current research findings
- Develop an environment in which staff have the freedom to develop initiatives which enhance service delivery
- To participate in national and international research as required by the role.

#### **Responsibility for Financial Resources:**

- Work with the Head of Chaplaincy and Voluntary Services to have oversight of monthly budgets. This will include forecasting, variance analysis and re-profiling of budget lines where required and appropriate.
- Responsibility for ensuring compliance with any relevant legislative or regulatory requirements for volunteers.

- To proactively manage the Spiritual and Volunteers risk register, and risks, taking corrective and mitigating action where necessary.
- Ensure the Voluntary Service teams work follows the Trust SFIs, and financial protocols, in line with the Procurement framework, to ensure high standards and that value for money is consistently achieved.

**This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs after consultation with the postholder.**



## Person Specification

**Job Title:** gesh Deputy Head of Chaplaincy and Voluntary Services

**Band:** 8a

Factor	Essential	Desirable	Method of Assessment
<b>Qualifications and Training</b>	<p>Education to level 7 or above in an area appropriate to health care chaplaincy (e.g. UKBHC recognised Post Graduate/CPE Chaplaincy qualification)</p> <p>Significant experience working at a senior level in health or social care in chaplaincy and patient experience.</p> <p>Training in clinical supervision/adult education/leadership and willingness to continue self-development in post</p> <p>Demonstratable ability to publish, research, and otherwise disseminate ideas through writing</p>	<p>MA or equivalent qualification recognised by UKBHC</p> <p>Post graduate training in counselling or psychotherapy including Accreditation and registration with BACP, UKCP or equivalent</p> <p>Endorsed to operate in Healthcare Chaplaincy by a faith or belief tradition.</p>	A

<b>Experience</b>	<p>Significant post qualification experience</p> <p>Experience of leading public ceremonies/events, including memorials</p> <p>Experienced in managing patient confidentiality, equality-diversity and human rights issues</p> <p>Experience of guiding, formation, training and education in spiritual and pastoral care</p> <p>Experience of supervising and managing others at a senior level</p> <p>An expert working knowledge of beliefs and philosophies across major faith and belief traditions represented in the UK</p> <p>Expert level of psychologically informed knowledge in the complex relationship between human spiritual-religious and mental-emotional development</p> <p>Experience of leading and working with volunteers and their valuable contribution to an organisation</p>	<p>Up to date knowledge of nonprofit / NHS volunteering policies, best practice and developments</p> <p>Experience of working with volunteers</p>	A I
<b>Knowledge Requirements</b>	<p>Experience of leading and managing a diverse spiritual care team and volunteers</p> <p>Service development and change management. Developing and delivering advanced spiritual care training</p> <p>Initiating, fostering and leading research</p> <p>Knowledge of current national and international spiritual care assessment tools and delivery paradigms</p> <p>Promote equality, diversity and inclusion, ensuring the Voluntary Services team develops to meet the needs of specific and minority groups</p> <p>Advanced Equality, Diversity and Inclusion awareness</p> <p>A high level of administrative and organisational ability.</p> <p>Basic computer skills for management and presentation.</p> <p>Excellent knowledge of other professions and disciplines including volunteers.</p>	<p>Recognised research portfolio</p> <p>Providing direction through supervision, consultancy, teaching and training to a range of health and social care professionals both locally and nationally</p>	A I

<b>Personal Qualities</b>	<p>Excellent listening and communication skills</p> <p>An ability to care for people irrespective of any protected characteristic.</p> <p>Highly developed interpersonal communication and relational skills</p> <p>Show a commitment to personal development and personal spiritual growth</p> <p>Leadership skills combined with ability to collaborate.</p> <p>Good time management.</p> <p>A high degree of personal autonomy and managerial competence</p> <p>Excellent Interpersonal skills</p> <p>Excellent empathy Skills</p>		I, A
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**Key:**

**I = Interview**

**A = Application Form**

**T = Practical Test**