

# Assistant Trust Chaplain

## Job Description & Person Specification –

A summary of the role responsibilities and person specification

### Why Our Trust?

#### Terms and conditions

**Post – Assistant Trust Chaplain**

**Division – Trust Services**

**Department – Spiritual and Pastoral Care**

**Band – Band 5**

**Location – Bristol Royal Infirmary (chaplaincy hub) but working across all Trust sites**

**Hours of work – 7.5 hours per week tbc (Part Time)**

**Contract length – Permanent**

**Annual leave – Up to 33 days pro-rata dependant on NHS Service**

**Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions)**

#### Job purpose Band 5

The post holder will assist in the delivery of spiritual, religious, and pastoral care to patients, their families and staff (the hospital community) at University Hospitals Bristol and Weston NHS Foundation Trust (UHBW). The post holder will be required to work flexibly and supportively alongside chaplaincy colleagues to advise, enable and ensure that the needs of the hospital community are addressed.

#### About us

**Our mission** is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

#### What you'll love about working here

**UHBW has been rated by the CQC as 'Good'** - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

**A digital exemplar** - Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

**Sustainable healthcare** - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

**Access to further opportunities with the Trust** - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

#### Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

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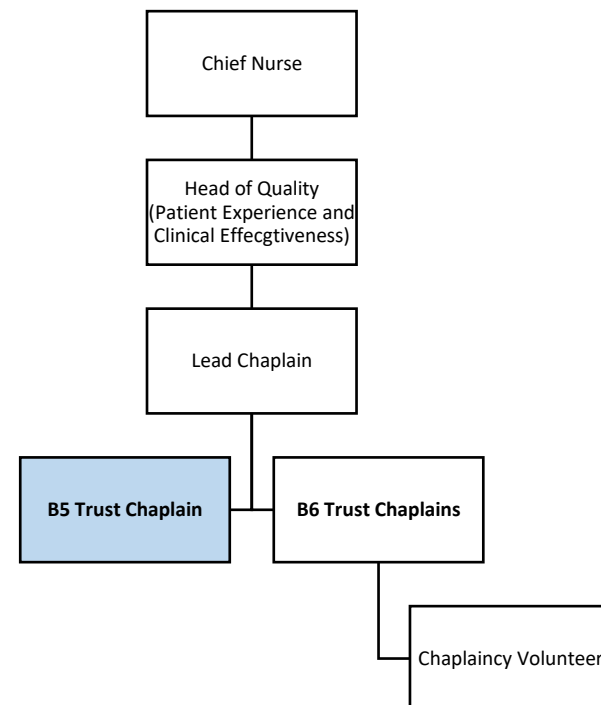
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### Main Duties and Responsibilities

- Work within established knowledge, skills, parameters, and procedures, to care for the spiritual, religious, and pastoral needs of the hospital community, supported as required by a band 6 chaplain or above, remaining accountable to the Lead Chaplain for all aspects of their duties and decisions, and communicating important information within the chaplaincy team.
- Identify and respond to the spiritual, religious, and pastoral needs of the hospital community, including people who may be in a heightened sense of distress or trauma, receiving and providing complex or sensitive information and identifying barriers to understanding, referring those who have needs outside of the post-holder's skills or experience, subject to their request or consent.
- Respond to people in spiritual distress including those who may occasionally show challenging behaviours or verbal aggression, using empathic listening skills, professional and pastoral knowledge, skills and practice, and to refer or seek help as required.
- Establish relationships of trust and provide or enable within the limitations of the post-holder's faith, authority, and experience, religious rites and ceremonies as may be requested or required by members of the hospital community. This may include making referrals for pastoral care and religious rites at times when patients (including children) may be facing complex surgery, approaching the end of life, or following baby loss during pregnancy or soon after and suicide.
- Use a holistic model approach up to intermediate level 2 (identifying and responding to sensitive needs and/or potential barriers to understanding. Referring complex needs outside of the post holder's experience) in the considered assessment and delivery of spiritual, religious, and pastoral care of the hospital community.
- Monitor and record spiritual, religious and pastoral care received by the hospital community using the appropriate systems subject to consent and within information governance regulations.
- Follow chaplaincy policies and provide relevant faith based perspectives which support the delivery of spiritual, religious and pastoral care strategies, policies, protocols, procedures and work plans.
- Act non-judgementally and without discrimination, demonstrating inclusion, respect, and acceptance towards all people regardless of any belief or other difference.

### Organisational Structure



### Key Relationships

- Chaplaincy Colleagues including the Lead Chaplain, Trust Chaplains, Honorary Chaplains, Chaplaincy Volunteers, and Administration Staff.
- Religious Community Leaders and Funeral Directors
- Staff involved in leading faith based events e.g. prayers within the Trust
- Patient Affairs (Bereavement) Team
- Head of Quality (Patient Experience and Clinical Effectiveness)

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- Maintain concentration and a calm consistent approach in the delivery of pastoral care despite unpredictable and unexpected work patterns or demands.
- Provide advice for Trust funerals as required, liaising with other chaplains, families, patient affairs (bereavement administration team) and ward staff as appropriate. Liaise with the relevant Funeral Directors and community leaders as required to facilitate faith based burials.
- Liaise with chaplains, and community faith leaders involved in providing on-call support and/or spiritual care for the hospital community.
- Support staff as required in times of crisis, loss, or bereavement as part of the staff wellbeing and support offering.
- Contribute to the care and resourcing of Trust sanctuaries and public areas set aside for spiritual, religious or pastoral practice.
- Provide relevant faith based perspectives and advice which supports the training of Trust staff.
- Observe national and local Chaplains' Codes of Conduct and other professional codes of conduct, policies and guidelines relating to chaplaincy services.
- Active in the maintenance of the post holder's own spiritual tradition.
- Maintain reflective practice which supports professional development and contributes to the delivery of spiritual, religious, and pastoral care.
- Actively maintain and contribute to personal and departmental objectives including own appraisal, essential training, and continuing professional development (CPD).

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**Personal Profile** - (E) = Essential (D) = Desirable. This role requires the post holder to work professionally, respectfully, empathically and sensitively with many different patients, their families and staff (the hospital community) to provide appropriate spiritual, religious and pastoral care within all areas of the Trust. This will include people approaching the end of life or facing bereavement, receiving bad news or experiencing other significant and distressing circumstances. You will be expected to support people and/or facilitate their spiritual, religious or pastoral care, irrespective of faith, belief or non-belief.

### Knowledge and Experience

#### **Band 5 Essential**

- Experience in providing pastoral care. (E)
- Knowledge and understanding of relevant faith based practices and beliefs.(E)
- Able to recognise, respect and support the spiritual, religious, and pastoral needs of people from diverse cultures and communities and to appreciate other beliefs and practices (E).
- Theoretical knowledge of the key beliefs and practices of other world faiths. (E)

### Skills and Abilities

#### **Band 5 Essential**

- Evidence of good written, verbal, interpersonal and communication skills including accuracy of reporting. (E)
- Able to interrogate and input patient data using computer and database systems.(E)
- Able to maintain concentration and provide pastoral support in unpredictable and emotionally difficult situations including unexpected death or trauma.(E)
- Able to move between wards and stand, sit or work in awkward positions.(E)
- Able to prepare, advise and deliver relevant faith based worship, prayers, rites, and rituals as permitted by the post holder's faith and authorisation.(E)

### Aptitudes

#### **Band 5 Essential**

- Ability to maintain a professional, calm, empathic, sensitive and respectful approach when working in stressful and emotional situations within a busy environment (E)
- Self-motivated with a positive attitude and able to work under supervision.(E)
- Demonstrates an open, mature and disciplined spirituality. (E)
- Ability to work as part of a supportive but diverse chaplaincy team, and within a multi-disciplinary healthcare environment.(E)
- Show respect and work with or support people of all faiths or beliefs and none without discrimination.(E)
- Commitment to personal standards that conform to the Health Care Chaplains Code of Conduct and Trust Values (E)

### Qualifications and Training

#### **Band 5 Essential**

- Comprehensive faith/religious education to at least diploma level or equivalent faith accreditation. (E)
- In good standing, endorsed (also referred to as licenced or authorised) and respected member of the relevant faith based community. (E)
- Accredited with the UK Board for Healthcare Chaplaincy.(D)
- Accredited counselling qualifications and practice.(D)

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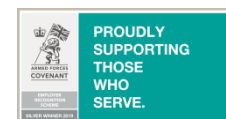
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We are  
supportive  
respectful  
innovative  
collaborative.  
We are UHBW.



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### Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

### Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

### Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

### Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

### Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.