

Lead Chaplain

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Lead Chaplain with responsibility for Spiritual and Pastoral Care (Chaplaincy) and Patient Affairs (bereavement service).

Division – Trust Services

Department – Spiritual and Pastoral Care

Band – Band 7 AfC

Salary – As per Agenda for Change

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

Hours of work – 37.5 hours per week (Full Time)

Contract length – Permanent

Annual leave – Up to 33 days 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

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.

About us

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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.

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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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Job purpose

The post holder is responsible for leading and managing the Spiritual and Pastoral Care team (chaplaincy) at University Hospitals Bristol and Weston NHS Foundation Trust (UHBW), ensuring that the spiritual, pastoral and religious needs of patients, relatives, carers, students and staff are met.

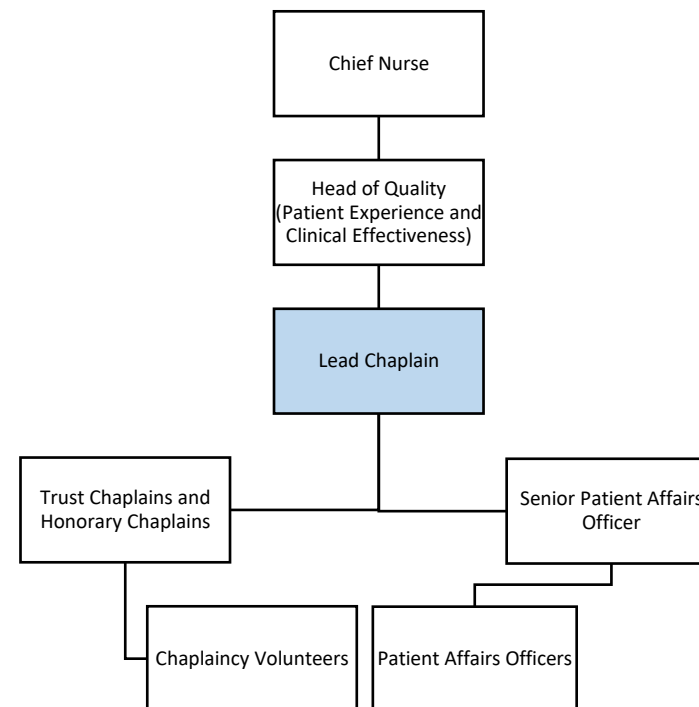
The post-holder has a responsibility to ensure all faiths and forms of worship are embraced by the Trust, reflecting the diverse needs of patients and staff. With the Head of Quality (Patient Experience and Clinical Effectiveness), the Chaplaincy Team Leader is responsible for maintaining a strategic oversight for the service on behalf of the Trust.

The post holder is responsible for leading and managing the Trust's BRI Patient Affairs (Bereavement Administration) team in conjunction with the Senior Patient Affairs Officer, to ensure that the department works closely with the Medical Examiner Team to provide bereaved people with a comprehensive, compassionate and expeditious bereavement administration service following the death of adult patients in the Trust.

The post holder will also participate in the core responsibilities of delivering spiritual, religious and pastoral care with other University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) Chaplains. They will be required to work flexibly to ensure that the spiritual, religious and pastoral needs of patients, visitors and staff are addressed, and to actively engage with the chaplaincy team to facilitate the ongoing development of the spiritual, religious and pastoral (chaplaincy) department and service.

UHBW operates a joint chaplaincy on call service with North Bristol NHS Trust (NBT). Trust Chaplains are expected to fully participate in the on-call service and to provide care on all sites managed by each Trust. This will include participation in the Trust(s) Major Incident Plan (MIP) when activated.

Organisational Structure



Key Relationships

- Head of Quality (Patient Experience and Clinical Effectiveness).
- Chaplaincy Team including Trust chaplains, honorary chaplains and chaplaincy volunteers.
- BRI Patient Affairs (Bereavement) Team.
- Medical Examiners and Medical Examiners Officers
- Chief Nurse and other senior nursing and management staff
- Faith Community Leaders

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Main Duties and Responsibilities for Lead Chaplain

- Together with the Head of Quality (Patient Experience and Clinical Effectiveness), lead and maintain the strategic vision for chaplaincy services..
- Develop and maintain appropriate policies, guidance and work plans to underpin the delivery of the chaplaincy vision and strategy.
- Lead and manage the Chaplaincy service and its staff, ensuring that the spiritual, pastoral and religious needs of patients, relatives, carers, students and staff are met.
- Lead and manage the Trust's Senior Patient Affairs Officer and together with them ensure that the Patient Affairs team (bereavement administration service) works closely with the Medical Examiners and Medical Examiners Officers to provide a comprehensive, compassionate and expeditious bereavement service which meets required standards.
- To conduct appraisals, one to one support meetings, setting and agreeing of departmental and personal objectives for each person being line managed by the post holder and ensure that they receive and complete all appropriate training (including Trust essential training).
- Ensure and oversee the effective leadership and management of the Patient Affairs Team by the Senior Patient Affairs Officer.
- Monitor the level and standard of work undertaken by staff in the Chaplaincy and Patient Affairs services, guiding and coaching individuals to achieve the standards required of them.
- Responsible for the oversight of the provision, development and use of sanctuary spaces throughout UHBW hospitals ensuring that these spaces are conducive for prayer, quietness, reflection and meditation for people of all faith traditions and none.
- Facilitate regular team meetings at UHBW to monitor and review the provision and continued development of each service and to build an engaged, cohesive and supportive team.
- Maintain statistical data which supports and enables the development of the chaplaincy service.
- Write an Annual Report summarising the activity of the Chaplaincy service and Patient Affairs.
- Develop and maintain an annual work plan for the Chaplaincy and Patient Affairs teams, the progress of which will be reviewed at regular intervals with the Head of Quality.
- Appoint, manage and develop honorary chaplains to support the work of the chaplaincy team and maintain honorary contracts for NBT chaplains who share in the on-call service.

- Manage the chaplaincy volunteer service at UHBW, working in collaboration with the Trust's Voluntary Services Manager and provide role-specific training for chaplaincy volunteers.
- Work collaboratively with the chaplaincy team leader at NBT to ensure the ongoing provision of an out-of-hours, on-call chaplaincy service across both Trusts, and to actively participate in that rota alongside team chaplains.
- Member of the Trust Patient Experience Group (PEG) and Patient Inclusion and Diversity Group (PIDG) and contribute to other Trust working groups where appropriate (e.g. End of Life Strategy Group and End of Life Working Group)
- Oversee and maintain a Major Incident Plan Chaplaincy Action Card and system which supports and enables the appropriate response to Major Incidents using both staff and volunteers
- Monitor national guidance on chaplaincy matters and advise senior managers accordingly.
- Manage pay and non-pay budgets for the chaplaincy and patients affairs departments ensuring that these cost centres remain in financial balance.
- Prepare applications for funding from voluntary bodies (including Bristol and Weston Hospitals Charity) as and when required.
- Ensure and oversee a departmental commitment to ecumenical/interfaith dialogue.
- Liaise with community ministers/faith/belief and non-faith leaders to develop and promote a shared understanding of and engagement with the healthcare issues that affect their communities.
- Manage compliments, concerns and complaints relating to chaplaincy and/or patient affairs.

Core Responsibilities for Trust Chaplains including the Lead Chaplain

- Contribute to the development and delivery of Trust spiritual, religious and pastoral care strategies, policies, protocols, procedures and work plans.
- Engage in the delivery, monitoring and recording of spiritual, religious and pastoral care received by patients, staff and visitors in the Trust.
- Use a holistic model approach in the assessment and delivery of spiritual care to provide spiritual, religious and/or pastoral care that enables or supports healing and wholeness.
- Identify and address the spiritual, religious and pastoral needs of all patients, staff and visitors within the Trust subject to their request or consent.

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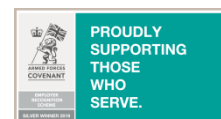
University Hospitals
Bristol and Weston
NHS Foundation Trust

- Respond to people in spiritual distress using professional and pastoral knowledge, skills and practice.
- Provide or enable religious rites and ceremonies as may be requested or required (within the limitations of the post-holder's religion and denominational authority). This may include prayer, baptism, blessing, naming and other 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.
- Arrange, conduct or advise on emergency marriages in hospital according to national, legal, licensing faith body and Trust guidelines.
- Establish relationships of trust and support with all those in the post-holder's care, identifying pastoral needs and responding to them, in collaboration with other teams of healthcare professionals.
- Provide or facilitate appropriate formal and continuing care where needed.
- Provide advocacy where needed and requested.
- Facilitate any religious need that is outside the scope of the post-holder's authority.
- Arrange and conduct all Trust funerals as required, liaising with families, Patient Affairs and ward staff as appropriate.
- Respect and maintain client confidentiality at all times, only recording essential data within Trust systems subject to consent and within legal and Trust frameworks for Information Governance.
- Actively participate in a 24-hour, 7 day per week chaplaincy on call rota including for Major Incidents.
- Demonstrate commitment to team working, collaboration and development, including sharing knowledge, skills and pastoral care.
- Attend and contribute to team meetings, worship and prayer.
- Participate in reflective practice and the ongoing review of departmental and personal activity to constantly develop professional knowledge and skills.
- Share in the life of the chaplaincy team (chaplains and volunteers) to enable a positive understanding and appreciation of ecumenical and interfaith spirit in religious expression.
- Participate in and promote multi-faith chaplaincy provision with internal and external stakeholders.
- Contribute to the support, training, coaching and supervision for chaplaincy volunteers as required.
- Participate in multidisciplinary collaboration and meetings where possible/appropriate.
- Support Trust staff in times of crisis in both professional and personal issues.
- Providing teaching and training to a wide range of stakeholders and service users including staff and chaplaincy volunteers.
- Promote a high level of staff awareness about the availability and role of chaplaincy services throughout the Trust.
- Promote an understanding of the principles of holistic care amongst staff, including aspects of ethics, spiritual, religious and pastoral care as may be required and appropriate, and to participate as required in relevant programmes of induction, education and training.
- Observe all national 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 own continuing professional development (CPD), education and study in relation to health care chaplaincy.

We are
supportive
respectful
innovative
collaborative.
We are UHBW.



Version Issued: January 2022



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Personal Profile - (E) = Essential (D) = Desirable. This role requires the post holder to work professionally, respectfully and sensitively with many different patients, staff and others (e.g. families) to provide appropriate spiritual, religious and/or 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 irrespective of faith, belief or non-belief.

Knowledge and Experience

Essential

- Experience of leading and managing teams
- Experience in pastoral ministry
- Knowledge and experience in supporting people with spiritual problems encountered in sickness, dying, death and bereavement
- Knowledge of other world faiths

Desirable

- Experience in health care chaplaincy in NHS
- Experience of working with leaders of other faiths
- Knowledge and experience of research methods in healthcare chaplaincy
- Experience in medical ethics

Aptitudes

- Ability to maintain a professional, calm, empathic, sensitive and respectful approach when working in stressful and emotional situations within a busy environment
- Self-motivated with a positive attitude
- Demonstrating an open, mature and disciplined spirituality
- Ability to lead and work as part of a supportive but diverse chaplaincy team, and within a multi-disciplinary environment
- Ability to work with those of all faiths or beliefs and none
- Commitment to demonstrating personal standards that conform to the Health Care Chaplains Code of Conduct and Trust Values

Skills and Abilities

Essential

- Proven leadership and management skills and abilities.
- Highly developed interpersonal and communication skills.
- IT literacy and familiarity with Microsoft Office software and able to interrogate and input data.
- Access to transport and an ability to participate in a 24/7 on-call rota, including lone-working
- Able to arrange and lead public worship

Qualifications and Training

Essential

- Comprehensive theological education to at least diploma level or equivalent
- Ordained minister, in good standing with the Member Churches of the Free Churches Group, the Anglican Church or the Roman Catholic Church and able to be authorised or licensed by an appropriate ecclesiastical authority.
- Completed or willing to attend a Hospital Chaplains training course

Desirable

- Leadership and/or management qualifications
- Further qualification(s) in pastoral theology or health care chaplaincy
- Accredited with the UK Board for Healthcare Chaplaincy
- Accredited counselling qualifications and practice

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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.