

UNIVERSITY HOSPITALS BRISTOL NHS TRUST
SPIRITUAL AND PASTORAL CARE

1. JOB DESCRIPTION:

**VOLUNTEER – Chaplaincy Pastoral Team
Children's Hospital Visitor**

Job Title:	Chaplaincy Volunteer
Department:	Spiritual and Pastoral Care
Responsible to:	The Hospital Chaplains and Voluntary Services
Areas of Work:	Spiritual and Pastoral Care, Wards and Departments Other areas of the hospital as required by the Chaplains
Hours of Duty:	Agreed on appointment but usually a minimum of ½ day (2 -3 hours) weekly.
Managerial Accountability:	Voluntary Services Manager and Chaplaincy Team Leader

2. JOB PURPOSE:

The aim of the Department is to provide excellence in the delivery of high quality spiritual, pastoral and religious care to patients, their relatives and carers, staff and visitors of University Hospitals Bristol NHS Foundation Trust.

The post holder will be a member of the Trust Chaplaincy Team working to achieve this aim across all Trust sites.

3. REQUIREMENTS FOR CHAPLAINCY VOLUNTEERS:

Volunteers will be employed by the Hospital Voluntary Services Department but appointed to the Spiritual and Pastoral Care Department under the leadership, direction and day to day management of the Chaplaincy Team Leader.

Young people between the ages of 16 and 18 will be recruited in accordance with the EU Young Workers' Directive regarding hours of work, breaks and risk assessments.

Have a letter of recommendation and/or authorisation from their minister of religion, local faith leader, governing faith body or belief group.

Have a clear faith or belief of their own and should be able to articulate this for the benefit of others when required to do so. However, at no time are they to impose their beliefs on other people (proselytise).

Have an appreciation of other people's spirituality regardless of differing beliefs or values. Chaplains and chaplaincy volunteers are employed for the spiritual care of all people whatever their religious belief, practice or philosophy, including those who have none. It is important that volunteers are able to show respect for the beliefs and values of other people at all times no matter what those may be.

Good listening skills, a keen self awareness, and an unshockable constitution are key requirements for this post.

Meet the normal appointing procedures, standards and requirements of the Hospital Trust.

Work within the national chaplaincy Code of Conduct adopted by the Spiritual and Pastoral Care Department.

Conversant with and embed the Trust Values, Standards of Behaviour for Kindness and Respect and the Trust Spiritual Care Strategy along with Departmental Standards (as revised and published from time to time) in their own practice wherever it is appropriate to do so.

Maintain compliance with Trust corporate induction and essential training requirements plus appropriate chaplaincy training sessions as agreed with the chaplains.

Be a good team player with a positive outlook and sensitive approach to people and situations particularly to those experiencing ill health and/or hospitalisation.

Able to work in a position of trust within the hospital rules of confidentiality and care.

Make a minimum commitment of one session (usually two to three hours) at a regular time each week or as agreed before the regular commencement of duties.

4. JOB OUTLINE:

The core task of the chaplaincy volunteer will be to visit the wards, to inform people about the Spiritual and Pastoral Care (Chaplaincy) service and to offer spiritual, pastoral and religious care and support to patients, carers, relatives and staff as appropriate to the individual's needs. A large part of this role involves listening and responding to peoples' anxieties and fears. Volunteers will be expected to carry out a basic assessment of spiritual need and in this way they will assist the chaplains in their role of providing spiritual care to all patients, carers, visitors and staff within the Trust.

Volunteers working in the Children's Hospital will be expected to support the child (patient) and their parent(s), families or carers in different ways as appropriate to the situation. Often this will place different and potentially conflicting demands on the volunteer. It will require a variety of skills to deal with each person or party involved requiring high levels of sensitivity and care as well as emotional and spiritual stamina on behalf of the volunteer.

The chaplaincy volunteer will be expected to act under the oversight and in consultation with the chaplains at all times, using the chaplain as a resource person and making commendations to the chaplains. Acting as the chaplains' representative in this way, the chaplaincy volunteer will be directly answerable to them.

Chaplaincy volunteers will usually be allocated to a designated ward or department for visiting on a regular basis. Allocation will be made in consultation with candidates.

Chaplaincy volunteers will at all times observe the Trust rules of confidentiality and safeguarding. They must never abuse the privileged position in which they work, in particular with regard to their relationship with patients, carers, visitors, or with staff, in matters concerned with privacy, faith and freedom of religion or philosophy. They must at all times respect the views, beliefs and position of other people across the whole spectrum of equality and diversity issues including religion and belief.

Chaplaincy volunteers may be asked to pray with patients and/or their family (and occasionally to offer or provide Sacramental/Religious Ministry). Where this has been requested or is appropriate, the volunteer will be expected to respond within the scope of their own tradition or to pass this request on to the chaplains for appropriate follow up and response. The patient's and family wishes in this matter must be fully respected and the guidelines for prayer in hospital adhered to.

Chaplaincy volunteers will be expected to carry out any other appropriate task upon request or in discussion with the chaplains which might be required in the benefit of Chaplaincy Spiritual Care Services or patient care within the Trust.

When working on the wards, volunteers will be expected to operate under the additional direction of the ward staff and should report to the lead nurse or their deputy on arrival to check out information relating to their duties for that day.

Chaplaincy volunteers should only visit children in single rooms after obtaining the express permission from the parent or carers, or under the direction of ward staff. Generally, they should remain between the patient and the door and should follow good safeguarding principles at all times.

Chaplaincy volunteers should only touch or hold children under the express permission of the family, carers or ward staff and by following sound safeguarding principles and procedures. They are discouraged from cuddling children and the provision of a hospital cuddling service is not part of their role. If a child becomes particularly distressed or upset, volunteers should seek the support of ward staff to provide additional reassurance or comfort.

Chaplaincy volunteers will be given an appropriate level of supervision.

The post shall be determinable by either party subject to normal hospital policy for the appointment of volunteers.

5. KEY KNOWLEDGE AND SKILLS:

Every worker in the NHS and in the Trust is expected to work to certain specified knowledge and skill standards (dimensions) within their role. These are generally known as KSF. The aspirational standards for chaplaincy volunteers is set out in a separate document entitled Key Knowledge and Skills for Chaplaincy Volunteers.

6. MOST CHALLENGING PART OF THE JOB:

The need to work with good concentration and listening skills for long periods and an ability to adapt rapidly from one patient encounter to the next whilst holding what has been shared.

The need to work positively in sometimes stressful situations with exposure to highly distressing or emotional circumstances.

The need to be able to unconditionally accept the values, philosophy and beliefs of others which may be substantially different from one's own without prejudice or proselytising.

7. PHYSICAL EFFORT AND WORKING CONDITIONS:

The Chaplaincy volunteer will need good physical, mental, emotional and spiritual stamina and be able to work with creative flexibility either in isolation or as part of a team.

The Chaplaincy volunteer may occasionally be expected to work in unpleasant conditions with possible exposure to verbal aggression or threatening behaviour from patients or members of the public.

The job may involve walking substantial distances around the hospital site and long periods of standing and/or sitting with patients.

The Chaplaincy volunteer will respect the Trust no smoking policy whilst on Trust premises.

8. GENERAL:

The post holder will be expected to comply with all statutory legislation, Trust policies and guidelines, and Spiritual and Pastoral Care Policies and Guidelines including the College of Health Care Chaplains and UK Board of Chaplains Professional Code of Conduct.

JOB DESCRIPTION – CHILDREN’S HOSPITAL VISITOR - VOLUNTEER AGREEMENT:

Post Holder’s NAME: _____

Post Holder’s Signature: _____

Manager’s Signature: _____

Date: _____

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