

SHAPE YOUR STORY

Recruitment Information Pack



Chaplain



Our Vision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
W WELCOMING	<ul style="list-style-type: none"> Introduce yourself by saying "Hello, my name is ..." Smile and acknowledge the other person(s) presence Treat others as you would wish others to treat you Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors
E ENGAGING	<ul style="list-style-type: none"> Get involved in making improvements and bring others with you Encourage feedback from patients and colleagues and respond to it Acknowledge efforts and successes; say thank you Use feedback to make improvements, and empower colleagues to do this without needing to seek permission Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable
C COLLABORATIVE	<ul style="list-style-type: none"> Give time and energy to developing relationships within and outside own team Demonstrate pride in Team Barts Health Respect and utilise the expertise of colleagues Know your own and others' part in the plan
A ACCOUNTABLE	<ul style="list-style-type: none"> Always strive for the highest possible standard Fulfil all commitments made to colleagues, supervisors, patients and customers Take personal responsibility for tough decisions and see efforts through to completion Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing Do not pretend to have all the answers; actively seek out those who can help
R RESPECTFUL	<ul style="list-style-type: none"> Be helpful, courteous and patient Remain calm, measured and balanced in challenging situations Show sensitivity to others' needs and be aware of your own impact Encourage others to talk openly and share their concerns
E EQUITABLE	<ul style="list-style-type: none"> Value the perspectives and contributions of all and ensure that all backgrounds are respected Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out Work to enact policies, procedures and processes fairly Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them



Job Particulars

Job Title	Christian Chaplain
Pay Band	Band 6
Location	Whipps Cross Hospital
Reports to	Deputy Head of Chaplaincy
Responsible to	Macmillan Director of Nursing for Cancer, Palliative Care and End of Life

1. Job Purpose

To work as part of the Chaplaincy Team to ensure that patients and visitors receive high-quality, effective pastoral, spiritual, and religious care. To increase staff awareness of the importance of spiritual care and to extend their knowledge through the provision of training and other related events. To be open to, and informed about, the spiritual and ethical concerns of staff arising from their work.

To ensure that patients, relatives, staff and students requiring religious, pastoral and spiritual care from the post-holder's own faith tradition receive appropriate attention and care, and that prompt referrals are made to other chaplains and faith/belief representatives when requested.

This post incorporates a Trust-wide responsibility for the pastoral, spiritual, and religious care of patients to be shared with other chaplains and volunteers. In other words, generic pastoral care will be offered to all who require support. Spiritual care and support to the bereaved will also be an essential part of the role.

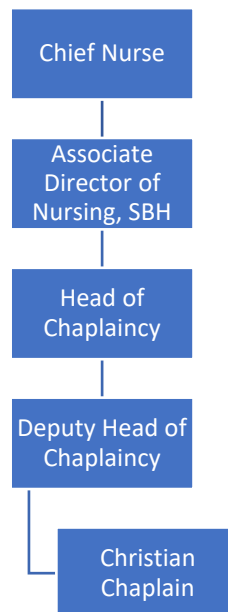
Responsibility for managing an agreed number of volunteers and responding to emergency on-call requests is also integral to the post.

2. Key Working Relationships

Internal	External
Chaplaincy team	Funeral Directors
Bereavement team	Chaplains in other Trusts
Patients	Community-based Imams and Leaders
Nurses	Local Faith and Belief Leaders
Doctors	Community/charitable groups
Relatives, carers	Faith Institutions / Churches
Ward clerks	
Mortuary	
Members of the Directorate	
Volunteers / Honorary chaplains	



3. Structure Chart



4. Main duties, responsibilities and results areas

Responsibility for patient/client care:

- To provide for the pastoral, spiritual and religious care of patients, visitors, staff and students of all faiths and beliefs.
- To provide pastoral, religious, and spiritual care for Christian patients, visitors, and staff based on a sound knowledge of the theory and theology underpinning this care.
- To provide for the pastoral, spiritual and religious care of patients, visitors, staff and students, particularly those who are unable to remain in contact with their usual place of worship
- To support patients, visitors and staff and students in understanding and articulating their pastoral and spiritual needs and identify resources to address them
- To respond knowledgeably to the practical and existential needs arising from the impact of illness, birth, death and dying upon individuals and families
- To make provision for regular pastoral visiting within wards and departments
- To be prepared to visit wards and departments regularly following a particularly distressing incident
- To conduct prayers at the bedside where this is required and appropriate



- To be responsible for the organisation and smooth running of religious and spiritual services and activities
- To provide specific support to the seriously ill, the distressed and the dying, as required
- To provide support for bereaved relatives, as the circumstances require
- To make referrals to other professionals as appropriate
- To assist and advise Christian ministers and other religious leaders in the pastoral and spiritual care of their people while in hospital, being mindful of the rules of confidentiality by which every NHS employee is bound
- To support the Chaplaincy Management in fulfilling the Trust objectives for the delivery of Chaplaincy and Bereavement Care

Communication and relationship skills:

- To communicate clearly and empathically with patients, relatives and staff at all times
- To provide pastoral and spiritual care to individuals in different specialisms across the hospitals
- To provide pastoral, spiritual and religious care to the bereaved, demonstrating an awareness of how the circumstances of a death may impact a bereavement.
- To provide pastoral, spiritual and religious care for partners and families following pregnancy loss
- To establish and maintain relationships in challenging pastoral circumstances
- To use a variety of communication skills dependent upon the circumstances
- To have a sound understanding of the complex network of communications within the Trust and to be able to work confidently within them
- Under the direction of the Chaplaincy Management, to take a full part in Chaplaincy discussions about the future developments and direction of chaplaincy and enable colleagues to share their views with clarity and consideration

Training and experience:

Under the direction of the manager:

- To take part in training, mentoring, and appraising chaplaincy volunteers
- To facilitate reflective practice for chaplaincy staff and volunteers.
- To provide training and advice to healthcare staff in the generic spiritual and pastoral care of patients
- To provide training and advice to healthcare staff in the care of the dying and the bereaved
- To collaborate in the training of staff where the pastoral and spiritual care of patients, relatives and staff is included in the training syllabus
- To collaborate with the Training and HR Departments in the development and delivery of the Staff Induction Programme

Analytical and judgemental skills:



- To make appropriate assessments in relation to a person's pastoral, spiritual, and religious needs and care
- To make interpretations, comparisons and evaluations about a range of options relating to pastoral, spiritual care available to patients, relatives, and staff. To communicate these appropriately to patients, relatives and staff
- To develop and maintain collaborative work with medical, nursing and managerial staff in the pastoral, spiritual, and religious care of patients, relatives and staff
- To contribute to the pastoral and spiritual care of patients by means of multi-disciplinary meetings

Planning and organisational skills:

- To plan and organise own workload
- To provide and publicise religious services for patients, relatives and staff
- To provide patterns of worship which are appropriate for the individual
- To plan and to officiate at a wide variety of funeral services
- To provide specific services for the Trust in response to particular events
- To assign and monitor volunteers' weekly ward visits

Emergency Care:

- Take part in the 7 day-a-week 24 hours-a-day on call service
- Participate in the Trust's response to a Major Incident and implement Chaplaincy protocol

Responsibility for Policy and Service Development

Under the direction of the Chaplaincy Management:

- To be jointly responsible for the development of the Chaplaincy within Whipps Cross Hospital
- To be responsible for the maintenance of requisites for the Chapel and bedside attendance
- To support the Head of Chaplaincy in the development of Trust policies relating to Chaplaincy and Bereavement

Responsible for the Training/Supervision of Volunteers

- To share in the recruitment, selection, and training of a designated number of Chaplaincy visitors/volunteers at Whipps Cross Hospital
- To be responsible for the supervision of a designated number of Chaplaincy visitors/volunteers



- To conduct annual appraisals for a designated number of Chaplaincy visitors/volunteers

Responsibility for Information Resources

- To keep accurate and up to date records of spiritual, religious and pastoral involvement, ensuring that volunteers also know how to record visits and are able to do so.
- To work with the other Chaplains in ensuring that the procedures and protocols of the department are well understood and communicated within the Trust
- To work to ensure that local faith and belief communities understand the work of the Chaplaincy and know how to make referrals

Freedom to Act

- To initiate and be responsible for own work pattern within the parameters of national Health Care Chaplaincy standards, Trust policies for Human Resources, Health & Safety and Lone Working.
- To abide by own faith community's respective Guidelines and expectations for Good Practice for Religious Leaders

Emotional Effort

- To engage proactively in own professional and spiritual development, supported by professional supervision and spiritual direction
- To engage in sustained reflective practice
- To be able to minister with integrity to others who have a different philosophy, belief and value system
- To provide a strong patient focus throughout the course of the patient's care in hospital

Organisational Understanding

On appointment a general understanding of the NHS, its structures and significance is deemed to be core knowledge. It is expected that this familiarity will be deepened and, in order for this to happen, the post holder needs the critical and intellectual abilities that will achieve this. The role of any chaplain can only be fully effective if a full and sensitive knowledge of NHS structures is acquired.



5. Working conditions

Criteria	Description
Physical	<ul style="list-style-type: none"> • Keyboard skills • Using Barts health Electronic Patient record system (CRS/Millennium) • Picking up phone and answering calls • Capable of walking to wards, sitting for long periods to input data, standing for long periods next to bedside • Must be physically fit and able to move light to moderate weights e.g. stock and materials.
Emotional	<ul style="list-style-type: none"> • Regular contact with patients and visitors who may be emotional • To be able to work under conditions which are demanding and sensitive due to chronic illness and /or bereavement • To manage verbal aggression from patients, relatives or other members of the public as circumstances require • to be committed to own professional and spiritual development, supported by professional supervision and spiritual direction
Working Conditions	<ul style="list-style-type: none"> • Based in the shared Chaplaincy Office • Working with children/vulnerable adults • Night work or unsocial hours • Initiates and is responsible for own work pattern within the parameters of national Health Care Chaplaincy standards, Trust policies for Human Resources, Health and Safety, and Lone Working. • Abides by their own faith community's respective Guidelines and Expectations for Good Practice for Religious Leaders.
Mental	<ul style="list-style-type: none"> • Regular occurrences of multi- tasking • Staff supervision and co- ordination of tasks and staff cover • Set targets and deadlines to meet on a weekly / monthly basis

NHS Manager's Code of Conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002). www.nhsemployers.org/

Safeguarding adults and children

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager,



safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant (October 2002). www.nmc-uk.org/

Person Specification

Domain	Essential Criteria	Desirable Criteria
Qualification / Experience	An authorised Christian faith leader with at least 3 years spiritual, religious leadership experience (or equivalent work with the community)	E
	First degree in Theology or equivalent level of knowledge gained through theological formation	E
	Registered with UKBHC or eligible for membership	E
	On-going academic study relating to pastoral care. Pastoral Care/Counselling qualification/training	D
Knowledge	To have an in-depth knowledge of the Christian faith and theology	E
	To have knowledge and experience of other faith traditions and religions	E
	Ability to offer spiritual care and bereavement care beyond own denominational and faith boundaries	E
	To have knowledge of the emotional, spiritual, cultural, social and religious needs of those who are unwell	E



	<p>Experience of healthcare chaplaincy</p> <p>General awareness of the NHS and its structures</p> <p>Knowledge of current and relevant issues related to Bereavement Care</p> <p>Awareness of current issues concerning chaplaincy in the NHS</p> <p>An ability to express ideas clearly and effectively in speech and writing</p> <p>Good computer skills and record keeping habits</p>	<p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p>
Skills	<p>The ability to form good relationships quickly and foster trust and confidence with staff, patients and their relatives</p> <p>The ability to digest and apply key Trust policies as they relate to the work of chaplaincy.</p> <p>Skills for working in a multi-faith and diverse context</p> <p>Proven ability to remain calm under pressure</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Other	<p>To be willing to understand and learn from the views of those</p>	



	from whom you differ	E
	To be able to work well as part of a multifaith team	E
	To be able to work under pressure	E
	To be self-motivated and able to work on own initiative	E
	To have strong communication skills	E
	To be able to keep confidences	E
	To be able to both offer and receive support from other members of the chaplaincy team and other NHS staff	E
	To exhibit the core values and behaviours of the Trust in all interactions with patients, visitors, and staff	E

About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.



The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

