

Position Description

Position Details:

Position Title:	Housing Chaplain
Reports To:	Chaplaincy Manager
Agreement:	Negotiated Contract
Group:	Church & Community Engagement
Team:	Chaplaincy
Staff Responsibility:	Direct: Chaplaincy Volunteers
Approval Date:	19 December 2022

Organisation Overview:

Churches of Christ has been an active part of the community for more than 130 years. We have a significant presence in Queensland and Victoria with over 200 services in more than 100 communities. Thanks to the support of over 3,800 staff and 1,000 volunteers, we positively impact tens of thousands of lives each year.

We operate a range of missional and community care services to assist families, the elderly and people in the areas of early childhood care; children, youth and family services; community housing; retirement living; home care; and residential aged care services. We provide Christ-inspired care and compassion to vulnerable people at different stages of their life journey. Visit cofc.com.au to learn more about us.

Position Overview:

The Housing Chaplain is responsible for developing and delivering a pastoral care program in accordance with the Housing Chaplaincy Scope of Practice.

The Housing Chaplain contributes as an integral member of the Church and Community Engagement group and supports activities aligned with the strategic direction of and consistent with the mission and values of Churches of Christ.

Position Responsibilities:

1. Develop and implement a holistic pastoral care program (social, emotional, physical, psychological and spiritual) that is offered to all residents, their families and/or staff.
2. Implement community development practices that builds capability in the housing residents to support themselves and others.
3. Recruit, train, administer and provide support to volunteers.
4. Nurture a Jesus Centered spirituality to enable residents and staff, where appropriate, to find a deeper sense of purpose, meaning or connection.
5. Provide a reactive Pastoral Care response for times of personal crisis, emergency or natural disaster; develop strong referral and network connections in order to strengthen this response.

Organisational Accountabilities:

Leadership

1. Provide leadership of the team within area of responsibility; facilitate achievement of organisational strategies and delivery of high-quality services.
2. Responsibility for all aspects of workforce management of paid employees, volunteers and work-place experience students within area of responsibility.
3. Ensure associated legislative and external reporting requirements are met.
4. Shape the culture and morale of the workforce within area of responsibility and ensure a culture consistent with the organisation's mission and values.

General

5. Work with the relevant manager to ensure policies and procedures are communicated to and implemented by staff; provide advice, reports and recommendations on matters for which the role is responsible; provide advice, reports and recommendations on relevant matters.
6. Ensure financial targets in areas of responsibility are met; comply with acquittal and funding agreement requirements and ensure corrective action is implemented.
7. Deliver a high standard of client service to all stakeholders; contribute to review, assessment and evaluation of service delivery and promote best practice; achieve key performance indicators for service level agreements, risk management, budgets and savings targets.
8. Support the team/group business plans and work collaboratively with key stakeholders to achieve objectives and strategies.
9. Advance Churches of Christ's reputation in the community; support service integration by providing seamless provision of client-focused care and services.
10. Foster and promote a culture of zero harm in the workplace; ensure compliance with legislation and organisational policies and procedures; take reasonable care to ensure that actions and omissions do not impact on the health and safety of others.
11. Assist the role owner of the organisation's quality management system within area of responsibility to ensure content and documentation is current, effective and compliant with legislative and regulatory requirements; manage and coordinate system changes and encourage a commitment to quality standards and continuous improvement.

Mission Focus

12. Forward the mission and model the values of Churches of Christ in day-to-day work, including in all interactions with members, ministers, staff, and other stakeholders.

Key Selection Criteria:

SC1: Qualifications and Knowledge

Essential:

- Ability to be endorsed as a Ministering Person with Churches of Christ in Queensland.
- Certificate IV in Pastoral Care, Chaplaincy, Christian Ministry or relevant equivalent qualification.
- Current driver's licence.

SC2: Experience

Essential:

- Three years' experience in providing pastoral care/chaplaincy services or an associated field such as community services, social work or community development.
- Demonstrated ability to function as a servant leader who values all people including the marginalised.
- Demonstrated ability to model a missional lifestyle and to communicate Christian beliefs and convictions within the Australian context.

Desirable:

- Demonstrated experience in community development.

SC3: Technical Competence

- Intermediate computer skills with the ability to use Word, Excel, Outlook and PowerPoint.

SC4: Personal History Checks

- Possess a current National Police Certificate – or the ability to acquire.
- Possess Working with Children (Blue Card) – or the ability to acquire.
- Possess a current Influenza Vaccination – or the ability to acquire – if deemed a requirement in accordance with government direction and/or Churches of Christ Policy.
- Possess COVID-19 Vaccination - or the ability to acquire – in accordance with government direction and/or Churches of Christ Policy.

SC5: General

1. Proven leadership and management skills with the capacity to deliver results, support the team/group business plans, meet objectives and financial targets, inspire and motivate teams, and work across organisational boundaries to achieve shared goals.
2. Well-developed communication and interpersonal skills to engage with a range of internal and external stakeholders.
3. Well-developed problem solving, decision making and negotiation skills, and demonstrated ability to manage challenges of change and innovation.
4. Proven ability and willingness to support a culture of safety, legislative compliance, quality and continuous improvement.
5. An understanding of the principles and values of Christianity and a demonstrated commitment to the mission, vision and values of Churches of Christ.