



POSITION DESCRIPTION

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| POSITION TITLE: | Leader, Spiritual Care & Volunteer Services |
| DEPARTMENT: | Spiritual Care and Volunteer Services |
| REPORTS TO: | Chief Executive Officer |
| EFFECTIVE DATE: | December 2021 |

JOB SUMMARY

Plans, delivers and evaluates spiritual care services at Mount St. Mary Hospital to meet the needs of residents. Provides spiritual support to residents' family members as required when appropriate community resources cannot be facilitated. Provides spiritual support to staff members as appropriate.

Develops, coordinates and maintains volunteer programs to support the needs and lifestyles of residents.

Supervises the Spiritual Care Provider and Volunteer Resources Assistant. Provides direction and support to visiting clergy.

MAJOR RESPONSIBILITIES

1. Ensures a spiritual care assessment of each new resident is completed and documented on the resident's care plan. Participates in resident care conferences as required.
2. Oversees the recruitment, orientation and training of volunteers. Supervises volunteers and evaluates their performance. Assigns and schedules volunteers to meet the needs of the residents. Takes action to terminate a volunteer's services as necessary.
3. Identifies opportunities for volunteers and promotes the volunteer needs of the Hospital through on-going contact in the community including with volunteer groups and organizations. Affirms and strengthens volunteers through regular contact and meetings. Motivates and recognizes volunteers for their commitment.
4. Develops standards and procedures related to Spiritual Care and Volunteer Services. Evaluates the effectiveness of these programs and develops new initiatives as required to meet the needs of the residents.
5. Links residents to community spiritual, pastoral and religious services, and other resources. Encourages and supports community clergy to meet their role in supporting residents to access their religious traditions. Liaises with clergy from various faith denominations in the community. Maintains a roster of volunteer clergy visitors and facilitates the ministries of denominationally-appointed clergy and chaplains or other religious leaders.

6. Functions as a support to families of residents, specifically where the need is associated with palliative care needs of the resident. Supports bereaved families, prepares and provides resource material for accessing funeral resources, bereavement support, community clergy and faith leaders, reflections and prayers. Conducts group memorial services for residents.
7. Responds to after-hour spiritual care requirements of residents, family members or staff members in crisis.
8. Participates in Hospital committees such as the Resident Care Team, Ethics Committee and Integrated Quality Management Team. As a member of the Mission Team, participates in planning and implementing mission integration activities and acts as a role model of the Hospital's mission, vision and values.
9. Establishes annual goals and objectives for Spiritual Care & Volunteer Services and monitors progress of achievement. Participates in interdisciplinary quality improvement projects, monitors program and service standards, maintains statistical records of key activities and indicators, and reports on quality improvement activities.
10. Determines priorities and monitors the budget for Spiritual Care & Volunteer Services.
11. During job action assumes support services duties as required.
12. Performs other related duties as required.

ORGANIZATIONAL RELATIONSHIPS:

Internal:

- Residents, families, staff, volunteers and visitors.
- Member of the Mission Team, Ethics Committee, Integrated Quality Management Team and Resident Care Team.
- Resident Care Team, Directors of Resident Care, Human Resources, Finance, Support Services and Philanthropy & Communications, and CEO.

External:

- Contact with spiritual care visitors, and community clergy of various denominations and faiths.
- Community agencies such as Victoria Hospice, Volunteer Victoria.
- Spiritual Care and Volunteer staff of other facilities.
- Community bereavement support resources.
- Various volunteer recruitment partners including the University of Victoria, Camosun College, schools etc.

QUALIFICATIONS

Education, Training and Experience:

Degree in Theology or related discipline, Volunteer Management Certificate preferred, plus three to five (3 - 5) years' recent related experience. Endorsement by a recognized faith group or community. Canadian Association of Psycho Spiritual Education (CPE) advanced units certification preferred. Experience working with the elderly. Equivalency of education, training and experience will be considered.

Knowledge and Skills:

- Effective interpersonal communication, facilitation, teamwork and supervisory skills.
- Sensitivity to cultural and religious diversity of residents and family members, volunteers and staff members.
- Stress management skills and ability to maintain a healthy balance of empathy and self-care.
- Ability to train and supervise volunteers including the ability to provide training in spiritual care support as part of the Hospital's Palliative Care Team.
- Ability to organize and lead worship and memorial services.
- Understanding of the needs of institutionalized elderly. Ability to work with residents with various levels of disabilities.
- Ability to operate related equipment.

APPROVED:

Supervisor

Date

Director, Human Resources

Date