



POSITION DESCRIPTION

Our vision is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this vision into reality, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Position: Pastoral Care Coordinator

Location: Invercargill

Reports to: Community Services and Supported Living Manager

Key Relationships: Care Home Managers
Cultural Advisor
Care Home Staff
Church Ministers

Purpose:

To enhance Presbyterian Support Southland's services to older people through the coordination and delivery of non-judgemental and ecumenical emotional, social, cultural and spiritual support to aged care residents and their families.

Primary Objectives:

- The coordination and delivery of pastoral care and support for care home residents in conjunction with facility staff and the PSS Cultural Advisor
- Assist with the coordination of end of life support and care for residents and support for their families
- In conjunction with the PSS Cultural Advisor and other Clergy, assist with the delivery of special services, room blessings, regular church services and fellowship groups as requested by the care home

Key Responsibilities	Expected Outcomes / Deliverables
Provide Pastoral Care to Residents	<ul style="list-style-type: none"> • Work with the PSS Cultural Advisor to engage with and coordinate support for Māori residents and families in a culturally appropriate and safe way. • Work with Care home managers and staff to understand the pastoral needs of residents. • Develop and maintain professional relationships with residents. • Understand and work within agreed boundaries with residents and families. • Undertake supervision as agreed. • Familiarisation with new and current residents names and personal areas of importance, including preferred names. • Ensuring resident and family privacy and confidentiality is maintained in line with policy and procedure. • Act in an advocacy support role for residents by escalating concerns to the care home manager. • Recognising the residents preferred spiritual needs and responding appropriately. • Liaise with the PSS Cultural Advisor regarding the delivery of culturally appropriate support during end of life. • Planning interventions as needed with the appropriate people under guidance from the care home manager. • Encourage the maintaining of community parish networks. • Treating residents with dignity and respect. • Assist with the coordination of regular church services in the care homes. • Actively promote outside church services.
Palliative and Whanau Support	<ul style="list-style-type: none"> • Support the clinical team, resident and family to provide appropriate end of life spiritual care and support. • Extending support to families as appropriate following the passing of a resident. Including engagement with the Cultural Advisor where appropriate.

Special Services	<ul style="list-style-type: none"> • In consultation with care home staff and local churches, organise the delivery of special services for the care homes e.g. ANZAC Services, remembrance services. • In conjunction with the PSS Cultural Advisor Coordinate the blessings of rooms following the death of a resident or by special request. • Facilitate and/or lead bible studies activities or similar in conjunction with the care home activities staff if requested.
Reporting and Review of the Service	<ul style="list-style-type: none"> • Maintain an active relationship with the PSS Cultural Advisor. • Maintain regular communication with Managers and care home staff. • Provide a regular overview / breakdown of activities undertaken. • Alert management to any potential or actual health and safety concerns in line with policy and direction. • Provide other information as may be required for annual compliance reporting.
Other Tasks	<ul style="list-style-type: none"> • Projects and other activities that from time to time may be agreed. • As agreed Undertake appropriate training in specific areas of cultural, health and social support to improve and enhance resident outcomes. E.g. Cultural and Te Tiriti training, Dementia specific knowledge etc.. • Participate in HDSS Certification audits as requested by the Care Home Managers. • Maintain and agreed professional memberships as agreed.
Expectations of all PSS Employees	
Communication	<ul style="list-style-type: none"> • Communicate both orally and in writing in a manner which is clear, fluent and to the point, honest and open. • Convey messages in a credible way that holds the audience's attention, including readers and in group and one-to-one situations.
Client Focus	<ul style="list-style-type: none"> • Aware of and understands PSS mission and values and delivers services within this context.

	<ul style="list-style-type: none"> Monitors and upholds high quality of service, working in a co-operative, respectful manner with colleagues, clients and wider community.
Self Determination	<ul style="list-style-type: none"> Maintains a high level of drive with a positive attitude and enthusiasm towards hard work and meeting challenges.
Team Work	<ul style="list-style-type: none"> Works positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds. Is courteous and responsive.
Accountability	<ul style="list-style-type: none"> Takes personal responsibility and accountability for own work performance, actions and behaviours. Makes timely decisions and commits to clear courses of action. Able to accept things may have been done better not blaming other factors.
Self Improvement	<ul style="list-style-type: none"> Takes responsibility for own development and actively pursues learning and development opportunities. Always strives to do better, to work hard and to the best of our ability.
Planning and Organising	<ul style="list-style-type: none"> Sets clear objectives, plans and organises work of self (and team) with defined action steps for achieving planned outcomes.
Problem Solving and Decision Making	<ul style="list-style-type: none"> Analyses problems, breaks into core parts, investigates, evaluates and generates appropriate solutions. Is positive and proactive and sees issues through to their conclusion.
Health and Safety <i>PSS is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> All employees are expected to perform in accordance with the Health and Safety at Work Act 2015. You are expected to identify, report and where appropriate resolve issues that may cause

	<p>harm to themselves or others in the organisation.</p> <ul style="list-style-type: none"> • You are expected to work safely and to actively participate in health and safety programmes in your work area. • Adhere to any Covid or infectious disease outbreak protocols. • All accidents or potential hazards must be reported to your direct line manager.
<p>Te Tiriti O Waitangi / The Treaty of Waitangi</p> <p><i>PSS is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i></p>	<ul style="list-style-type: none"> • As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.

Person Specifications

Qualifications/Skills

- Broad life experience and a passion for pastoral care
- Education and training in the area of pastoral care is desirable
- Full, clean NZ Drivers License

Experience/ Knowledge

- Demonstrated ability to work with and support older people
- Sound understanding of the Christian faith
- Understanding of the aged, dementia and palliative care needs of older people
- Comfortable with leading prayers / Karakia
- High degree of cultural awareness and sensitivity

Personal Qualities

- Exceptional interpersonal and relationship building skills
- Inclusive and respectful of all faiths, values and backgrounds
- Ability to effectively communicate with a wide range of people
- Empathic, friendly and approachable
- Self-motivated and highly organised
- Able to plan and prioritise tasks and work with autonomy
- Uses initiative and sound judgement to solve problems
- Trustworthy, discrete, professional and able to maintain confidentiality
- Positive attitude and committed to delivering high quality service

Values

The foundation of our vision is our values.
As an organisation we seek to live our five core values in everything we do.

RESPECT *MANAAKI*

Respect for our heritage

COMPASSION *AROHA*

Compassion with empathy

FAMILY *WHĀNAU WHĀNUI*

Celebration of family

COMMUNITY *IWI WHĀNUI/HĀPORI*

Communities that make a difference

ACCOUNTABILITY *WHAKATAU TIKA*

Holding ourselves accountable

_____ (Position Holder)

_____ (Manager)

_____ (Date)