

## Job Description

Job Title	Spiritual Care Lead
Department	Patient Services
Hours	12 hrs week and work flexibly to meet service needs
Responsible to	Family Support Clinical Lead
Responsible for	Face to face patient and family support, overseeing volunteer support roles as these develop, knowledge and skills building across clinical teams

### About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and northeast Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

### Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well.

Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.

- ✓ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ✓ Take pride in being a great place to work and thrive
- ✓ Deliver bespoke specialist care that supports dignity and choice
- ✓ Use our expertise to educate and influence the delivery of excellence in end-of-life care

## Main Purpose & Scope

The post holder will lead, coordinate, and develop spiritual care services, ensuring high-quality, compassionate, person-centred care aligned with hospice values and best practice national guidance.

The post holder will be responsible for the coordination of spiritual care delivered to patients, family, care givers, volunteers and staff; regardless of faith or life stance and provide specialist spiritual care working within established policies and frameworks and advocating for spiritual care as an integral part of holistic palliative care.

Working as part of our Family Support Team, the post holder will manage complex spiritual distress and end of life needs and ensure that a range of equitable and diverse patient centred services are available to people. Specialist contribution to MDT meetings and care planning is a key part of the role.

Providing supervision and support to staff and providing informal and formal education to develop the knowledge, skills and confidence of the patient services team.

The Spiritual Care Lead is responsible for developing and leading the hospice's spiritual care programme, including working with patients, families, carers, staff and volunteers to support emotional, existential and spiritual needs. This includes supporting people of all faiths, beliefs, traditions, and none, and advocating for spiritual care as an integral part of holistic palliative care.

## Key Accountabilities and areas of responsibility

- Responsible for the coordination of spiritual care delivered to patients, families, care givers, volunteers and staff; regardless of faith or belief and recognising spiritual care is about more than religious beliefs.
- Develop a consistent approach to the delivery of spiritual care across all Patient Services
- Give appropriate and safe advice to the wider multi-disciplinary team on how to manage complex spiritual care needs
- Participate and deliver in the wider education programme ensuring others have an awareness of the principles underpinning good practice in the delivery of spiritual care
- Act as an expert resource to help staff identify the spiritual needs and distress being experienced by patients, families and carers
- Ensure appropriate opportunities for reflection are available for patients, families, volunteers and briefing opportunities are available for staff
- Facilitate appropriate worship and religious expression across faith groups in response to individual need
- Ensure provision of services meets the Standards for Hospice and Palliative care Chaplaincy. NICE guidelines for spiritual care – use of audit tool to review services
- Work with the local network of faith leaders and spiritual care contacts and volunteers to build a more robust framework of spiritual care delivery
- Represent the hospice in various settings throughout the year
- Promote awareness and understanding about the importance of responding appropriately to the spiritual needs of patients.
- To participate in multi-disciplinary and case conferences in agreement with the IPU & Family Support Team Clinical Leads
- To ensure that spiritual needs and concerns, and requirements of faith tradition are documented appropriately on patient records

- To ensure staff have sufficient information and are supported to meet these needs of individual patients and families
- To attend learning events and conferences to ensure best practice standards are being met in accordance with National guidelines and utilise networking opportunities
- Attend and host regional Spiritual Care Coordinators meetings as required
- To ensure that the service is responsive and available to all patients where appropriate.
- To work flexibly and participate in events, planning and delivery of reflective events

## Governance

- To actively contribute to the Patient Services clinical governance framework through participation in education, development, research and audit initiatives.
- To formally and informally reflect on practice and performance within allocated supervision sessions.
- To attend mandatory training as required, and complete online training as allocated.
- Responsibility for the ongoing development of spiritual care services- contributing to our patient services strategy and service developments and improvement
- Build staff knowledge of evidence-based practice through role modelling, study days and training sessions.

## Professional

- To understand the importance of personal accountability.
- Regularly meet with line manager to review achievements in line with requirements of the role.
- To attend and contribute to multi-professional meetings as appropriate.
- To adhere to the operational and clinical policies, procedures and guidelines of Prospect Hospice.
- To be committed to continued professional development
- To effectively utilise clinical supervision
- To ensure patient and service records are recorded and maintained in accordance with Prospect Hospice policies
- To maintain membership of the Spiritual Care Coordinators Association
- Continuing professional development

## Key Contacts

- Clinical Leads, Matron and team leaders
- Palliative Care Social workers
- Psychotherapist
- Hospice consultant and doctors
- Advanced nurse practitioner
- Head of volunteering
- Quality and Governance leads
- Director of patient services

## Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end of life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.

This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

## Safeguarding

It is the responsibility of the post holder to ensure they have up-to-date knowledge of and follow the legislation and guidance relating to Safeguarding Adults and Children as stated in the Prospect Hospice's Safeguarding operational Policies. All staff should be aware of their safeguarding responsibilities as employees of Prospect Hospice and will be expected to attend mandatory safeguarding training as required to inform safe working practice.

## Health and Safety

Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee to:

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

## Infection Prevention and Control

All staff are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.

## Person Specification

Criteria Category	Requirements	Essential (E) Desirable (D)
Education and Qualifications	Recognised counselling or specific pastoral care qualification	E
	Evidence of ongoing professional development	E
	Membership of professional association e.g. Association of Hospice & Palliative Care Chaplains / College of Health & Care Chaplains	E
	Degree, or equivalent qualification, in Religious Studies/Theology or similar	D
	Have use of a car and hold a valid UK driving license	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Advanced knowledge of spiritual care issues for different faiths, and of diverse faith or secular/cultural traditions and belief systems	E
	General palliative care experience & emotionally able to work within the field of palliative care	E
	Experience of providing spiritual, pastoral and/or religious support in highly complex, emotional and distressing situations, e.g. trauma or similar	E
	Detailed understanding of the complexities of working with individuals at times of distress and conflict	E
	Experience of multi-disciplinary working	E
	Significant experience of taking a leading role in institutional spiritual care issues such as staff training, support, ethical discussions and policy review	E
	Experience of leading public and memorial events	D
	Significant experience of leading and motivating volunteers to deliver safe and effective care and support	D
	Specialist palliative care experience	D
	Good knowledge of palliative care or relevant specialist field to be able to act as an expert practitioner	

	Knowledge and commitment to hospice philosophy of care	D
	Developed ability to demonstrate advanced knowledge and subject expertise through formal/informal teaching and education programmes	D
	Able to demonstrate an understanding of the importance of developing ways to sustain coping, including use of support and supervision	E
	Experience of working in a healthcare setting	D
	Experience of leading groups of volunteers	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	Excellent communication skills, including listening, negotiating skills, communication of ideas and ability to provide advice to other health professionals at all levels	E
	Excellent interpersonal skills, including ability to provide non-judgmental and empathic emotional support to patients whilst maintaining safe and appropriate boundaries	E
	Reflective practitioner committed to personal and professional development	E
	Developed ability to manage challenging circumstances effectively, to understand and disseminate multifaceted information	E
	Effective problem-solving skills and judgment to know which decisions need to be referred on	E
	Skilled at motivating, inspiring and leading others to support the provision of spiritual care	E
	Strong IT skills – e.g to document in patient record/ for report writing and presentations	E
	Audit and quality improvement abilities	D
	Experience of service development or improvement	D
	Ability to work autonomously and manage competing priorities	E
	Can work independently with minimal supervision	E
	Compassionate, empathetic, and non-judgemental approach	E
	Integrity, discretion, and confidentiality	E
	Able to recognise own limitations and initiate appropriate onward referral	E

	Ability to manage time effectively with a flexible approach to working	E
	Able to travel between hospice and community	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times	E
	Have a track record of working inclusively and a genuine appreciation of the value of diversity	E
	Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice and encourage others to do the same	E
	To be authentic, open honest and transparent	E

## Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.