



Director, Mission & Pastoral Services - Job Description

Revised: July 2013

Position Title

Director, Mission & Pastoral Services

Reports To

CEO

Department / Division

Mission & Pastoral Services

Affiliation

Non-Union

Background Information

As a faith based specialty healthcare facility, the Hotel Dieu Shaver Health and Rehabilitation Centre excels in providing person centered rehabilitation, restorative, medically complex and end of life care to patients in the St. Catharines and the Niagara Region. An interprofessional team works together to enhance the quality of life and promote independence for our patients. The Hotel Dieu Shaver also provides outpatient neurology, stroke, Parkinson's and orthopedic rehabilitation services as well as audiology, speech pathology, augmentative alternative communication services, in addition to operating several specialized clinics.

The Mission & Pastoral Services Department provides for the emotional, spiritual and religious well-being of patients, loved ones, staff and volunteers throughout the organization.

Job Purpose

The Director, Mission & Pastoral Services oversees and is responsible for organizing and coordinating the provision of spiritual and religious care throughout the organization through established goals, objectives, policies and procedures. The Director, Mission and Pastoral Services is responsible for the efficient management of staff and other budgeted resources. The Director is responsible to ensure that Mission and Values of the Hotel Dieu Shaver Health and Rehabilitation Centre are evident in all hospital activities, policies and procedures. The Director, Mission & Pastoral Services also ensures that the Board of Trustees, Administration, Physicians, employees, volunteers and students, receive education in accordance with these principles.

Job Duties

The following is representative of typical job duties and is not intended to be all encompassing
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Operational Management:

- Co-ordinates development, implementation and education with respect to the hospital's mission and values in keeping with the overall mandate and philosophy of the Religious Hospitallers of St. Joseph
- Responsible for ensuring that Christian Symbols, i.e. Crucifix, is prominent in patient rooms, patient care treatment areas as well as in other significant areas throughout the organization.
- Responsible for implementation of Spirit Award which recognizes an outstanding employee who exemplifies living our Mission and Values
- Responsible for the Kristen French Family Support Room and ensure that access is available to those in need.
- Co-operates with Holy Cross Roman Catholic Secondary School to maintain partnership with them
- Responsible for maintaining the Hospital archives.
- Schedules pastoral associates for work to ensure adequate coverage for pastoral needs.
- Maintains records of scheduled worked hours.
- Responsible for setting of annual budget in co-ordination with the CEO.
- Determines the number of recommended pastoral associates for adequate coverage by working in conjunction with the H.R. Department for the hiring of new employees.
- Maintains continuous and comprehensive assessment of spiritual/religious care needs in all areas of the hospital and supervises pastoral associates working herein.
- Plans, develops and implements program policies and practices to provide religious and spiritual services for patients, employees, volunteers, families and loved ones and ensures that pastoral associates are available to provide the weekly inter-faith worship services
- Arranges for and ensures that a Roman Catholic priest is available to preside at the Eucharist each Sunday in the hospital chapel.
- Organizes and facilitates for Special Services to be held in the chapel including the Annual Eucharistic celebration for the Hospital Auxiliary, special feast days i.e. Feast of St Joseph, Christmas, Easter and special celebrations for the Religious Hospitallers of St Joseph and Hotel Dieu Shaver Health and Rehabilitation Centre.
- Facilitates the celebration of the sacraments for Roman Catholic patients as needed.
- Serves as liaison with clergy, leaders of various faith communities and social agencies to ensure that spiritual and religious support is available to those who request it.
- Provides and co-ordinates spiritual and religious counseling and guidance to patients and family members as part of holistic and person centered care and ensures that

appropriate follow-up is in place such as; engaging the services of priest/minister/rabbi or other faith leaders for the provision of sacramental ministry and other specific religious rites and rituals.

- This position works as part of the interdisciplinary team in the provision of holistic and person centered care.
- Provides appropriate follow-up with patient/families who have been discharged. This may include: attendance at funeral homes, funerals and follow-up counseling for specific circumstances where a trusting relationship has been established.
- Responsible for the co-ordination and organization of an Ecumenical Memorial Service for deceased patients on an annual basis.
- Provides training and supervision of Eucharistic Ministers and Volunteers who assist in providing spiritual and religious support to patients.
- Ensures that clergy and church visitors have an orientation to the hospital and that proper identification is worn while visiting patients.
- Responds to Ethical Issues as they arise and ensures that an Ethics Consultation Process is in place as required. The Director, Mission & Pastoral Services also facilitates the Ethics Consultation.
- Works efficiently at computer and ensures that statistics are up to date on Emerald as imputed by pastoral staff.
- As a member of the senior management team, the Director, Mission & Pastoral Services interacts and confers with senior administration, department managers and staff to determine needs for pastoral services, explain the policy and procedures and assist in the development and implementation of hospital goals and objectives in the context of spiritual care and our mission.
- The incumbent is a non-voting member of the Board of Directors for the hospital.
- The Director, Mission & Pastoral Services is a member of various committees of the Hospital Board and Management Committees.

Safety Practices:

- Adheres to the Occupational Health and Safety Act, the associated regulations and Hospital Policies in order to promote employee and patient safety in the workplace.
- Maintains knowledge of applicable occupational health and safety legislation, guidelines
- Perform workplace inspections
- Conduct information sessions (safety talks)
- Conduct incident investigations
- Conduct employee training
- Correct substandard acts or conditions
- Commend employee health and safety performance
- Perform employee safety observations
- Perform duties as outlined in the legislation
- Other job duties as required.

Leadership Roles and Responsibilities:

- Provides leadership to the Pastoral Services Department and ensures that the Hotel Dieu Shaver Health and Rehabilitation Centre Mission and Values are upheld throughout the organization and in all policies and procedures.

Planning and Development:

- Develops and implements annual goals and objectives for the Pastoral Services Department.
- Audits work processes to enhance and improve quality of care as well as optimize resource utilization.

Staff Management:

- Manages and supervises all Pastoral Services staff and volunteers according to Human Resources policies and procedures.
- Provides orientation to new staff and provides probationary evaluations.
- The incumbent must be familiar with applicable workplace Health and Safety legislation and knowledgeable of actual and potential workplace and job hazards.
- Guides staff in the establishment of their annual goals and objectives on an annual basis.
- Identifies and facilitates appropriate staff training as it relates to patient care, efficient computer literacy and other mandatory hospital training.
- Reviews individual workload measurement statistics and provide feedback to staff as required.
- Facilitates and supports staff to ensure that comfort, care, and hope principles are applied to all patients the hospital provides service to.

Financial Resources Management:

- The Director, Mission Pastoral Services is responsible for developing, implementing and managing an annual operating budget for Pastoral Services under the leadership of the CEO

Quality Improvement:

- Coordinates with other managers and the Senior Management Team to provide support and co-operation for the enhancement of quality person centered care.

Complexity/Judgement

- Ensures the efficient operation of the Mission & Pastoral Services Department in collaboration with all health care providers.
- Understands and respects various faith traditions and how this may impact health and recovery from illness

- Ensures that established department policies, procedures , goals and objectives, budget etc. are in line with the overall goals, objectives, mission, values and vision of the organization

Initiative

- Provides on-going support and encouragement to Mission & Pastoral Services staff to continue to forward innovative ideas which would increase efficiency of the department while keeping within budget
- Work is performed independently within established work procedures and safety procedures as well as with Hospital and departmental policies and procedures.

Contacts

Internal:

- Senior Management, Board of Directors, Hospital Managers and Directors, Front line staff.
- The incumbent has daily and constant contact with patients, families, visitors, students and volunteers.

External:

- Clergy and Faith Communities. Social Agencies as required. Holy Cross Catholic High School.

Supervision Exercised

- The Director, Mission & Pastoral Services exercises direct supervision over Pastoral Associates, Pastoral Volunteers and Eucharistic Ministers.

Equipment Utilized

- Computer, Telephone, Photocopier, Blackberry and iPad, paper cutter, CD players, Music System in Chapel and Portering patients in wheelchair to services and for personal counsel.

Skills and Knowledge

- University graduate with a degree in Theology or equivalent field.
- Clinical Pastoral Education at least three units or Specialist desired.
- Minimum of 5 years of experience in Pastoral Services and 3 years of experience in Pastoral Management within Health Care; specifically in Rehabilitation and Medically Complex Care environment.
- Ability to function pastorally in a manner that respects the physical, emotional, and spiritual boundaries of others.
- Must possess efficient writing skills as well as excellent verbal and presentation communication abilities.

- Must possess supervisory skills sufficient to delegate duties appropriately, set clear performance standards and provide constructive feedback regarding performance annually and as required.
- Must possess the ability to identify developmental needs of employees and to provide coaching mentoring and career guidance as appropriate.
- Must possess human relations skills sufficient to develop and maintain positive working relationships with Administration, Board of Trustees, management, staff, and other contacts both internal and external to the organization.
- Must possess skills to develop proposals for departmental policies, procedures, goals and objectives.
- Must possess management skills to develop and maintain departmental budgets and to develop innovative ways for efficient and effective usage of resources.
- Must possess a working knowledge of applicable regulations and best practices such as Public Hospitals Act, Occupational Health and Safety Act and the Human Rights Code
- Must possess analytical and problem solving skills sufficient to assess safety concerns and work practices in order to identify problem areas and recommend the implementation of appropriate corrective measures.

Physical Effort

Frequency Definitions

Occasional	Means once in while over a period of time (i.e. monthly or on some days; one to four times per month)
Frequent	Means on most days or over some part of every day
Almost Continuous	Means every day or over a significant part of each day

Physical Demands:

The physical activities or demands placed on the worker as a job requirement.

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Pushing and Pulling: Occasional; opening and closing filing cabinets, retrieving supplies (less than 1 hour at a time for each activity).

Lifting and Carrying: Occasional; moving supply boxes, carrying files, setting up for chapel services (less than 1 hour at a time for each activity). The estimated maximum weight required to lift is that of lit weight (up to 5 kg or 11 lbs).

Standing: Frequent; during conversations with managers, front line staff, patients and families, volunteers, and the public. Also when using photocopier/printer/fax machine, etc. (less than 1 hour at a time for each activity).

Sitting: Almost Continuous; computer work, reading, paperwork, meetings. Also includes patient visitation and consultations with interdisciplinary team (more than 2 hours at a time for each activity).

Reaching and Pivoting: Frequent; to retrieve books, manuals, files and supplies (less than 1 hour at a time for each activity).

Kneeling, Squatting, and Bending: retrieving books, manuals, files and supplies from lower shelves (less than 1 hour at a time for each activity).

Walking: Frequent; within department, to meetings and other departments. Also includes visiting patient care areas and attending interdisciplinary meetings. (less than 1 hour at a time for each activity).

Climbing: Occasional; to retrieve supplies from office storage cupboard.

Mental/Sensory Effort

Sensory demands are those activities that use one or more of the five senses –sight, taste, smell, touch and hearing – throughout the course of the job. Mental demands are those activities that use concentration (e.g. listening, interpreting, watching) that cause fatigue.

Sensory Demand – Sight: Almost continuously, computer work, employee forms and files, patient records, log book in office

Sensory Demand – Hearing/Listening: Almost Continuous; face to face communication with patients and families; telephone conversations with coworkers, employees, external contacts and participation in meetings (more than 2 hours at a time for each activity).

Sensory Demand – Smelling and Tasting: Not Applicable

Sensory/Mental Demand – Verbal Communication: Frequent; communicating with Administration, Board of Trustees, Committee members, managers, staff, volunteers, coworkers, public etc. (less than 1 hour at a time for each activity).

Sensory/Mental Demand – Written Communication: Frequent; note taking, correspondence, emails, data collection, statistics, completing forms, job description development and maintenance, policy updates (between 1 and 2 hours at a time for each activity).

Sensory/Mental Demand – Interpretation/Analysis: Frequent; employee mediation, strategic planning, policies and procedures, employment standards, human rights legislation etc. (between 1 and 2 hours at a time for each activity).

Working Conditions/Environment

Undesirable or disagreeable environmental conditions under which work is performed

Unpleasant or noxious smells or fumes: Potential; smells throughout the hospital, exposure to second hand smoke

Dust, grease oil: *Not Applicable*

Loud shrill noises: Occasional; fire alarm.

Constant moderate noise (background noise): Almost Continuous; conversations, overhead paging, office equipment, etc.

In confined or crowded spaces: *Not Applicable*

In open areas lacking privacy: Potential run in with patients

Exposed to poor weather: *Not Applicable*

Exposed to heat/cold: Occasional; air conditioner too cold or not adequate. Heating occasionally not adequate in winter months

Working alone in your building department or work location: Occasional; work alone in office.

Soiled linens: *Not Applicable*

Inability to leave work station: *Not Applicable*

Travel: Occasional; Occasional meeting externally, conferences, attendance at funerals and funeral homes for former patients and for personal staff support in bereavement.

Exposure to body fluids: Frequent; Direct contact with patients.

Exposure to verbal abuse: Frequent; Direct contact with patients/family/loved ones, external visitors, irate and dissatisfied staff and or volunteers.

Other: None

Potential Hazards

Exposures to hazards or safety requirement under which the work is performed, giving consideration to the requirement to use safety devices, clothing or other safety procedures.

Wet or slippery surfaces: Occasional slips, trips or falls throughout the building and parking lot.

Harmful substances (e.g. ozone, asbestos formalin, mercury, cleaning fluids): Occasional; disinfecting and cleaning agents.

Electrical shock (faulty wiring, improperly connected wiring and equipment): Not Applicable

Burns (electrical, hot water, chemical: Not Applicable

Potentially violent individuals: Occasional; exposure to violent patients and/or loved ones throughout the hospital. Dissatisfied and irate employees.

Exposure to infectious disease: Frequent; exposure to infectious agents while on Nursing units and doing patient/loved ones visitation.

Possibility of auto accident: *Not Applicable*

Needlesticks: *Not Applicable*

Exposure to repetitive actions or other work set-up issues: Almost Continuous; computer and desk work. Potential for musculoskeletal disorder.

Certain precautions to avoid work injury: Yes: hand washing, fire drills, eyewash station training, GPA training, Fit Testing.

Required to use personal protective equipment: Frequent-when on Nursing units and direct patient exposure.

Other: Back Strain; standing for long periods of time.

Dexterity

Focused on the use of coordination of large and/or small muscle groups. Coarse movement involves the use of hands or feet such as using long handed tools, pushing stretchers, moving equipment, stocking shelves, etc. Fine movement involves use of the fingers, such as giving injections, drafting, manipulating and/or repairing fine instruments, etc.

Frequency Definitions

N/A	Not Applicable
Occasional	Occurring at irregular or infrequent intervals
Regular	Recurring or happening at consistent intervals

Required to perform tasks that demand accurate coordination of fine or coarse movements: Regular; retrieving stock, filing, walking, and standing, pushing wheelchairs.

Required to perform tasks that demand accurate coordination of coarse movements where speed is a secondary consideration: Regular; carrying files and documents, setting up for meetings.

Required to perform tasks that demand accurate coordination of coarse movements where speed is a major consideration: Not Applicable

Required to perform tasks that demand accurate coordination of fine movements where speed is a secondary consideration: Regular; keyboarding, phone use, operating photocopier/fax, paper cutter.

Required to perform tasks that demand accurate coordination of fine movements where speed is a major consideration: Not Applicable

