

JOB DESCRIPTION

CHAPLAINCY TEAM LEADER

1. **Job title** Chaplaincy Team Leader to the Blackpool Teaching Hospitals NHS Foundation Trust - Band 7

2. **Reports to:** Patient Experience & Engagement Lead

3. **Accountable to:**
 1. Deputy Director of Nursing

 2. A the Bishop of Blackburn whose Licence will be given
Or
 2. B The appropriate Church Authority
(A denominational authority in membership of the Free Churches Group of Churches Together in England)

4. **Responsible for:**
 1. Chaplains (Band 6) & The Chaplaincy Volunteers

5. **Location of Duties:** Based at Blackpool Victoria Hospital, working Throughout Trust

6 **Job purpose**

6.1 To ensure that the spiritual, religious and pastoral needs of patients, visitors and staff are met effectively, within a framework of client choice, appropriate to their cultural and religious expression, to the highest standard of care, and within available resources.

7 **Main duties and responsibilities**

7.1 To take a lead and be part of the resource for the Trust in meeting the pastoral and spiritual needs of patients, relatives and staff. This will involve supporting those who are very distressed and in critical situations.

7.2 To be familiar with, and acceptable to, all aspects of the hospital's work and personnel; while based at Blackpool Victoria Hospital, to work across all sites within Blackpool Teaching Hospitals NHS Foundation Trust as necessary, to enable the delivery of a quality service;

7.3 To take responsibility, in consultation with others, for the planning, implementation and development of the Chaplaincy Service throughout Blackpool Teaching Hospitals NHS Foundation Trust in accordance with Chaplaincy standards and Trust objectives;

- 7.4 To coordinate and manage the Team of whole- and part-time Chaplains, and Chaplaincy volunteers; to recruit, induct and supervise new members of the team.
- 7.5 To liaise with Lancashire Care NHS Trust to provide an agreed level of service to The Harbour Mental Health Unit and to monitor and participate in the delivery of the service.
- 7.6 To liaise with Trinity Palliative Care Services to provide an agreed level of service to Trinity through the Team Chaplain (Training and Development), and to monitor and participate in the delivery of the service.
- 7.7 To facilitate and be an integral part of a Team which works cooperatively to provide a unified service of pastoral care for all patients and staff, but with guaranteed flexibility to meet the particular denominational, sacramental and religious needs which are identified for individual patients;
- 7.8 To be responsible for meeting the religious and sacramental needs of the patients of the Anglican and Free Church tradition and make appropriate referrals of patients to other members of the Team as needed;
- 7.9 To have a knowledge of a range of religions and faiths, to advise the Trust on issues of cultural and faith care and to make appropriate referrals to Faith Representatives.
- 7.10 To provide support to other professional colleagues in the delivery of spiritual care;
- 7.11 To maintain an up to date list of contacts to enable specific patients' needs to be speedily met by the appropriate Spiritual Care Giver/Chaplain;
- 7.12 To plan and conduct services of worship regularly as appropriate; times should be arranged and publicised by the Chaplaincy Team in consultation with management and staff;
- 7.13 To represent the Chaplaincy Service within specific multidisciplinary teams and to work collaboratively with managers, staff and the other Chaplains to ensure that the service is provided in accordance with agreed standards and Trust objectives.
- 7.14 To visit patients and staff of designated wards and departments regularly and, when requested, to care for the seriously ill, the dying and the bereaved in consultation with medical and nursing staff; to maintain the quality of service as expressed through the relevant standards;
- 7.15 To maintain records of all wards visited, services taken, sacramental/religious rites performed, and emergency calls dealt with, including response times;
- 7.16 To be an informed resource for the Trust and lead in bereavement issues including the chairing of the Trust's Bereavement and Carer Group.

- 7.17 To meet new members of staff to welcome them and to establish working relationships on behalf of the Chaplaincy Team;
- 7.18 To take a lead in the training of students and staff in relevant issues in cooperation with team members and other disciplines;
- 7.19 To liaise with local clergy, ministry teams and local faith communities about the care of their people while in hospital and to receive referrals, always remembering the rules of confidentiality; to assist in the induction of clergy new to the area and in training for hospital ministry;
- 7.20 To take turns in providing a 24 hour 'on call' service which responds promptly and appropriately to the wide range of patients' expressed needs for spiritual, religious, sacramental, ritual and cultural care;
- 7.21 To ensure that the Chaplaincy Centre, Chapel and Prayer Rooms are suitably furnished and properly maintained and sustained; to maintain appropriate Chaplaincy supplies and to handle donations;
- 7.22 To manage the Chapel Endowment Fund and act as signatory for HR issues for members of the Chaplaincy department.
- 7.23 To lead in the provision of Chaplaincy response to Major Incidents, according to the Trust Major Incident Plan, ensuring relevant training for all Chaplaincy Team Members.
- 7.24 To participate in appropriate service audit and spiritual care research, leading to the development of the Chaplaincy Service, and demonstrate research awareness in this field, through contact with spiritual care research networks and professional journals.
- 7.25 To prepare reports for managers, the Trust Board and Ecclesiastical Authorities as requested;
- 7.26 To oversee the professional development of team members, carrying out appraisals of employed team members.
- 7.27 To make a commitment to the Chaplain's own professional and spiritual growth and development, including an annual appraisal and review of responsibilities;
- 7.28 As part of the above, to seek personal supervision from an appropriate source (outside the department).
- 7.29 The post involves independent working in line with the agreed Chaplaincy Standards, and the ability to manage personal workload, while receiving managerial supervision on a regular basis.

Please note if you do not meet the essential requirements you will not be shortlisted for interview.

7.30 The post-holder will be expected to comply with all statutory legislation, and approved national and local policy, including the Chaplains Code of Conduct.

On Call

- The post holder is expected to take an active role in maintaining continuous emergency cover. This currently equates to one in three nights
- The post holder is expected to work (be in the hospital) on the Sunday during their weekend on-call, having been off the previous Friday (currently 1:3 weekends).
- The current level of call-outs is, on average, 2-3 out of hour's calls per week.
- The post holder is expected to be able to safely respond to out of hour calls and be on-site within 60 minutes

PERSON SPECIFICATION FOR A CHAPLAINCY TEAM LEADER

<u>Section A: Qualifications</u>	Essential	Desirable
To be an ordained clergy of the Church of England and in good standing with member churches of the Free Churches group of Churches Together in England or the equivalent for that person's belief group.	✓	
To have served an extensive period in whole-time ministry.	✓	
Significant experience in health care Chaplaincy	✓	
To be educated to degree relevant to post or equivalent experience	✓	
To have a post-basic qualification relevant to the post		✓
<u>Section B: Personal Experience and Growth:</u>	Essential	Desirable
A lively and well-informed faith, which is open to questions and difficulties in oneself and others.	✓	
Excellent pastoral and communication skills	✓	
The ability to develop rapport with people from all walks of life, the ability to meet others at their point of need and respond in ways which are meaningful and appropriate.	✓	
The ability to listen to, and interpret complex spiritual and other needs, working in highly stressful and emotive situations; the ability to cope with the suffering of others, and to recognise the personal need for support.	✓	

The ability to cope with a highly unpredictable work pattern and to provide appropriate support in critical situations at any time of day or night.	✓	
The ability to risk new challenges and recognise own training needs	✓	
Experience of work within a multi-professional team in a large organisation	✓	
<u>Section C: Skills and knowledge:</u>	Essential	Desirable
Evidence of knowledge of the ethos and working of health care in the N.H.S and willingness to work within the Healthcare Chaplains Code of Conduct.	✓	
Able to set and establish priorities, make decisions and solve problems effectively, and delegate tasks appropriately	✓	
Able to express oneself clearly, both verbally and in writing; able to analyse complex information and to communicate thoughts and ideas easily.	✓	
An understanding of evidence based practice and the ability to engage in research and development.	✓	
<u>Section D: Other requirements for the post applied for:</u>	Essential	Desirable
Ability to manage own workload	✓	
Experience of ministry in an ecumenical team.	✓	
A working knowledge of the Chaplaincy Standards	✓	
A knowledge of bereavement and End of Life Care issues	✓	

Please note if you do not meet the essential requirements you will not be shortlisted for interview.

Ethical knowledge	✓	
Ability and experience of teaching and training others.	✓	
Ability to use a computer (willing to use Word, Databases and Spreadsheets)	✓	
Demonstrate ability to lead a team in order to achieve a single vision for Chaplaincy in Healthcare	✓	
Car owner/driver and possess full UK drivers licence, or be mobile and able to visit locations as and when required	✓	

GENERAL REQUIREMENTS

1. Quality

Each member of staff is required to ensure that:

- a) The patient is always put first
- b) That in all issues, the patient/patient's requirements are met and all staff contributes fully to achieving the Trust's corporate goals and objectives.

2. Confidentiality

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients, and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

3. Health and Safety

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

4. External Interests

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts, and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

5. Mandatory Training

Each member of the Trust's staff has a statutory obligation to attend a fire lecture each year. It is the responsibility of each member of staff to ensure that they comply with all mandatory training requirements.

6. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision, in consultation with the post holder, to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

Supplementary Information

7. Physical Effort

The post involves generally light physical effort through a combination of sitting, standing and walking, but the post holder must be able to cover the whole site and to attend emergencies within appropriate time constraints.

8. Mental Effort

Frequent concentration is required, especially when listening and offering support. Work pattern is unpredictable due to emergency referrals such as unexpected deaths, people in distress turning up in the Chapel or stopping/contacting the Chaplain, at any time of day or night.

9. Emotional effort

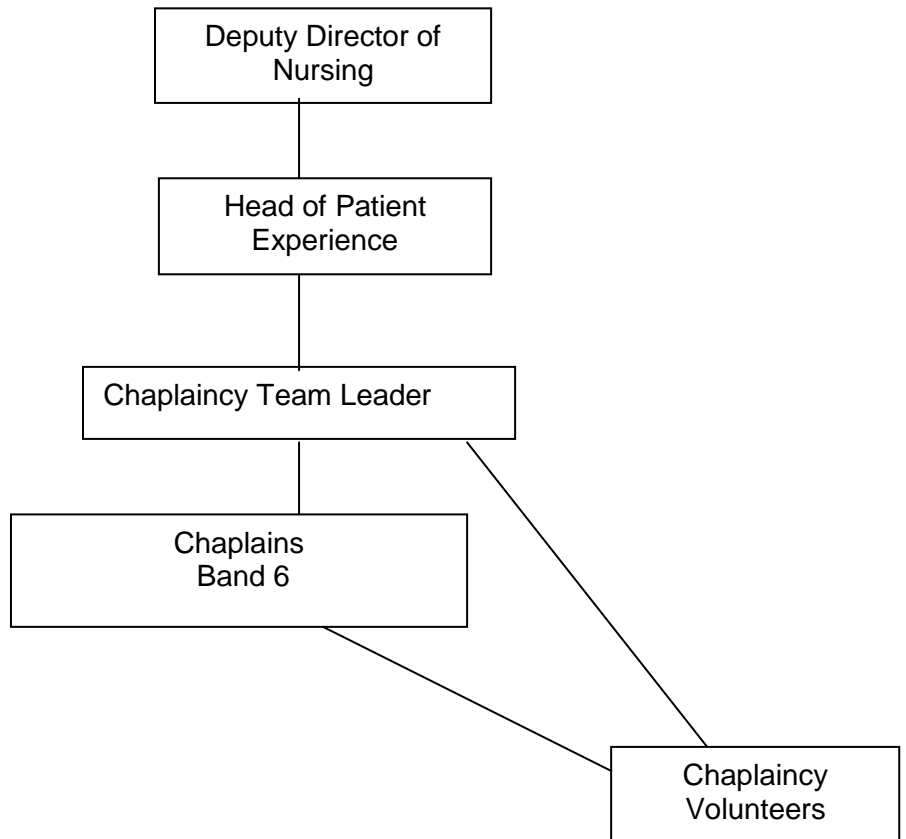
The post holder is frequently required to offer support in highly distressing or highly emotional situations.

10. Working Conditions

The post holder will encounter moderate (occasional, sometimes frequent) exposure to unpleasant conditions with blood and body fluids, pregnancy loss/baby death, deceased victims of accidental death. There may be situations of verbal or physical aggression.

Organisational Chart

Clinical Governance Directorate



Patient Experience Secretary Job Description

Meetings

Complaint Review Panel (Monthly)

- Case Selection, Liaise with Non-Executive Directors and Divisions to select cases
- Create Agenda
- Use Safeguard system to collate the complaint information for circulating with the Agenda
- Performance Report, Prepare report, Liaise with Divisions for finalising
- Facilitate Meetings, liaise with Director of Nursing PA for meeting dates for upcoming year
- Take and distribute minutes

Equality, Diversity Inclusion & Implementation meeting (Quarterly)

- Facilitate meeting, Liaise with Director of Nursing PA for meeting dates for upcoming year
- Liaise with Equality & Diversity Lead and Human Resources to prepare papers
- Arrange speaker for each meeting
- Create Agenda
- Take and distribute minutes & action notes

Patient Carer Experience & Involvement Committee (Quarterly)

- Facilitate meeting, Liaise with Director of Nursing PA for meeting dates for upcoming year
- Liaise with Quality Managers and Committee members to prepare papers
- Create Agenda
- Take and distribute minutes & action notes

Patient Panel (Monthly)

- Take minutes

Bereavement & EOL Care meeting (Quarterly)

- Facilitate meeting
- Take and distribute minutes

Patient Experience Website

- Manage the content and be responsible for updating quarterly
- Update the Learning Disabilities website when required

Procurement / Invoices

- Manage invoice process, checking for accuracy and approve for payment
- Advise Payables if an invoice can be paid
- Log all invoices from Providers

Co-Sign

- Facilitate process for booking Interpreters
- Liaise with Co-Sign and the Divisions for any queries
- Log all appointments
- Track current expenditure
- Monitor and approve invoices.
- Follow procurement process for arranging payment

Stationary

- Organise stationary for Patient Experience Department
- Liaise with Provider for departmental leaflets
- Manage stock levels of department leaflets and envelopes

Healthwatch

- Liaise and maintain relationships with Healthwatch
- Arrange any visits as requested
- Act as first point of contact during Healthwatch visits.

Reports

- Input compliment information into Patient Experience monthly and quarterly reports and quality matrix
- Finalise Complaint Review Panel report

Sensory Items

- Co-ordinate the distribution of twiddle pockets throughout all Trust sites
- Liaise and identify teams who would benefit from sensory items
- Maintain a positive relationship with Volunteers
- Co-ordinate events for Volunteers to maintain engagement

Compliments

- Manage receipt and acknowledgement of thank you letters and send via CEO office
- Navigate hospital systems and liaise with medical secretaries, ward managers to identify staff members
- Collect compliment data from Divisions and collate the E-Compliment forms
- Maintain database for thank you letters and compliments

Interpreter / Translation services

- Co-ordinate Interpreter requests
- Facilitate invoice process
- Answer queries from staff / providers
- Manage the maintenance of the Staff Interpreters list, be responsible for keeping an up to date list in 002 folder
- Monitor Interpretation / Translation spend

Patient Relations / Chaplaincy

- Provide support to the Patient Relations team
- Assist with closure's on the Safeguard system
- Provide administration support to the Chaplaincy team
- Support for the Visitor Support Pack project, managing Powergate orders

Patient Experience Information

- Ensure up to date information is available through various outlets (Internet, Intranet, Hotboard)

Diary Management

- Arrange meetings for the Patient Experience & Engagement Lead when required



JOB TITLE: Patient Relations Officer

BAND: 5

BASE: Blackpool Victoria Hospital

RESPONSIBLE TO: Patient Relations Team Manger

ACCOUNTABLE TO: Patient Experience and Involvement Manager

CRB DISCLOSURE: 'This post does require an enhanced CRB disclosure'

INFECTION PREVENTION AND CONTROL:

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

JOB SUMMARY: To work under the direction of the Patient Relations Team Manager, having responsibility for resolving complaints, comments and concerns in a timely and efficient way in order achieve the best possible outcome for complainants and the clinical services concerned. This includes liaising with frontline staff to receive, manage and respond to patient feedback in line with Trust policy and procedures, NHS Complaints Regulations and recognised best practice.

To provide a visible and effective Patient Relations Service by ensuring patients, service users, carers and the public have access to and receive timely and high quality information, advice and signposting about the Trust and related health and social care services.

To also assist the Patient Relations Team Manager in the effective administration of complaints, ensuring all complaints are investigated with appropriate thoroughness and impartiality and that all complainants receive a full, high quality and timely response that delivers the best outcome for the complainant and for the clinical or corporate service involved.

DUTIES AND RESPONSIBILITIES

- Responsible for listening, understanding and analysing problems being presented by patients, relatives, carers and staff and assessing individual situations to differentiate between issues that can be resolved on the spot and those that warrant further investigation.
- Communicate with patients either face to face, by phone or email to formulate an action plan and discuss the management of their concern or complaint and offer advice on the process that will be followed.
- Provide non-clinical advice to patients/clients and be responsible for escalating a concern or complaint where patient safety appears to be at risk.
- Liaise with representatives from the Parliamentary Health Services Ombudsman, Social Services, and Advocacy Services as necessary

- Provide a personal, visible and accessible patient relations service and play an active part in making contact with the Trust as easy as possible, signposting patients, service users and/or carers and using, or directing on to, interpreting services as appropriate.
- Assist the Patient Relations Team Manager in the design and delivery of training programmes for induction, customer care, letter writing and complaints handling.
- Actively promote the work and role of the Patient Relations team within the Trust
- through developing and disseminating publicity materials
- Actively promote the Patient Relations service through the distribution of literature, internal and external presentations, attendance at corporate and external events, etc.
- Attend service level quality and improvement meetings in the clinical services to which they are aligned to provide support and advice to services in relation to areas of improvement
- Maintain corporate records of concerns and complaints using the Trust's risk management system (Safeguard)
- Search, source and obtain a range of health and non-health related information and leaflets for display in the information centre
- Ensure the information centre is suitably stocked at all times
- Network with other staff across all Trust sites and in other health services to answer patient concerns
- Use initiative and discretion in day to day working when dealing with sensitive or contentious issues such as bereavement or alleged negligence of patients/users/carers that may be angry or upset.
- Ensure the Complaints & Patient Relations pages on the Trust intranet are up to date and to make additions and changes as required.
- Contribute to the monitoring, analysis and evaluation of complaints clusters, themes, trends and concerns, highlighting problem or apparent risk areas and any subsequent changes in or improvement practice that have taken place.
- Assist the Patient Relations Team Manager in producing monthly reports that will advise the local CCG's of complaint and concern performance, including trend analysis, highlighting risk and influencing service improvement.

a) Other

- Support the chaplaincy team in the audit and development of bereavement work streams throughout the Trust such as the 'You and Your Loss Booklet'; the Integrated Care after Death Pathway, and the Bereavement Questionnaire. Maintaining a database of bereavement issues from which regular reports can be produced.
- To represent the Trust and its interests as required at local and national events.
- To keep updated as to current local and national complaints policy and strategy.
- To keep updated as to improvement thinking, tools and techniques.