

**Position Title:** Pastoral Care Practitioner

**Campus:** Horsham/Stawell

Directorate: Hospital Services

Department: Wellness and Pastoral Care

Reporting to: Wellness and pastoral Care Manager

Direct Reports: Wellness Centre Manager  
Director of Ambulatory Care Cancer Service

### Appointment Terms/Conditions:

**Classification and Code:** Admin Grade 3, Level 1 to 5 (HS3-HS25)

**Enterprise Agreement:** Health and Allied Services, Managers and Administrative Workers Enterprise Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit [www.grampianshealth.org.au](http://www.grampianshealth.org.au).

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

## **POSITION PURPOSE**

The values of Grampians Health guide the person centred and holistic approach to caregiving, with respect for the dignity and worth of each person.

Pastoral/spiritual care is an essential component of person-centred healthcare, addressing the spiritual domain of health—meaning, purpose, connection and belief—within holistic biopsychosocial-spiritual care. Contemporary Australian guidance and professional frameworks emphasise that safe, inclusive and trauma-informed spiritual care improves the quality and safety of care. Pastoral/Spiritual care helps ensure each person's identity, culture and beliefs are respected throughout their healthcare journey.

The Pastoral Care Practitioner contributes to person-centred, holistic care by providing emotional and spiritual support to patients and families/carers. Depending upon the practitioner's experience and local need, support may also be provided to staff. Recognising that people seek and express meaning, purpose, connection and belief in diverse ways, the practitioner offers respectful, inclusive care to people of all beliefs, faiths, and cultures.

Working as part of the Grampians Health Pastoral Care Team, the practitioner provides care that may include supportive conversation, spiritual assessment, care planning, ritual/ceremony (when appropriate and consented), referral and liaison with relevant supports, and appropriate.

## **KEY ACCOUNTABILITIES**

### **1) Direct Pastoral Care (Patients, Families, Carers)**

- Provide confidential spiritual and emotional support to patients and families/carers, including responding to referrals and opportunistic presentations
- Conduct basic spiritual screening/assessment (commensurate with level of training/experience) as needed
- Offer interventions that may include: presence, active listening, meaning-making support, grief support, supportive prayer/ritual where requested, and facilitation of culturally/faith-appropriate practices (with consent).
- Recognize needs outside scope and refer/escalate appropriately to clinical teams or specialist services (e.g., AHLO, social work, psychology, AOD, mental health).

### **2) Multidisciplinary Team (MDT) Collaboration**

- Work collaboratively within the clinical team, communicating relevant spiritual care considerations appropriately and professionally.
- Attend relevant ward/clinical/discipline meetings as roster and service needs permit (0.2 FTE) and contribute within scope. Or
- Independent/Experienced
- Contribute to coordinated care planning, including discharge planning, by articulating spiritual needs, strengths and risks, and identifying appropriate supports.
- Provide consultation to staff regarding spiritual care needs, faith/cultural considerations, and appropriate referral pathways within scope

### **3) Documentation, Coding/Reporting and Service Data**

- Document spiritual care activity in the patient record in a timely manner, including referrals, assessment themes, interventions and outcomes.
- Record required intervention/coding elements using the organization's documentation and reporting standards (e.g., ACHI/ACS and/or ICD spiritual care intervention coding where applicable).
- Contribute to collection of service activity data (basic statistics and qualitative notes) as required.

### **4) Cultural Safety, Inclusion and Trauma-Informed Care**

- Provide care that is inclusive, culturally safe and trauma-informed, demonstrating sensitivity to diverse worldviews and to people who may have experienced religious/spiritual harm.
- Seek guidance and collaborate with relevant cultural liaison supports as needed (e.g., AHLO, interpreters, multicultural health supports) consistent with local processes.

### **5) Rituals, Ceremonies, Community Liaison**

- Facilitate or support simple rituals/ceremonies (within capability), and link people to faith/community representatives when faith-specific care is requested or clinically indicated, following consent and local access processes.
- Facilitate and/or coordinate rituals, ceremonies and memorial practices appropriate to patient/family preferences and the healthcare setting, including end-of-life support where indicated.
- Liaise with and coordinate access to community/faith representatives and culturally specific supports when requested, ensuring consent, privacy, and appropriate professional boundaries.

### **6) Professional Practice, Supervision and Development**

- Work within defined scope of practice and seek guidance for complex cases, ethical issues, boundary concerns, or high-risk situations.
- Participate in internal supervision with the line manager / professional lead and maintain external reflective supervision appropriate to hours worked.
- Undertake mandatory training and maintain an agreed professional development plan (including progression of training toward independent practice where applicable).
- Participate and contribute to Pastoral Care Team meetings and activities

### **7) Quality, Safety and Governance**

- Participate in service quality improvement activities within the scope and capacity of a 0.4FTE role.
- Engage in regular internal supervision with Line Manager
- Comply with and actively promote relevant standards, legislation and health service policies and procedures
- Participate in annual performance reviews
- Comply with organisational policies, confidentiality requirements, infection prevention, OH&S and NSQHS-aligned quality processes.

## **KEY SELECTION CRITERIA**

### **Qualifications**

- Relevant qualification OR substantial progress toward a qualification in a related discipline (e.g., theology, pastoral/spiritual care, counselling, social sciences, psychology, community services or equivalent).
- Completion of at least one unit of CPE (or recognised equivalent), or commitment to commence/complete within an agreed timeframe.

### **Technical/Professional Knowledge and Skills**

- Demonstrated ability to engage respectfully with people of diverse beliefs, cultures and traditions, including those who identify as non-religious.
- Experience or developing capability in providing spiritual and pastoral care support, including grief and loss, crisis support, end-of-life care, and supportive conversations within scope of practice.
- Ability to work effectively within multidisciplinary teams and contribute to holistic, person-centred care.
- Capability in leading public and informal rituals and services
- Competence in basic IT and ability to document care in electronic systems with support/training.

### **Work Environment**

- Current and satisfactory National Police Clearance
- Valid Working with Children Check

### **Personal attributes**

- Highly developed interpersonal and communication skills, including ability to provide calm, sensitive support in emotionally complex situations.
- Ability to maintain professional boundaries, confidentiality, ethical practice, and reflective practice.

## **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.