

Respite Harold's Cross
Rehabilitation Blackrock
Reassurance Wicklow

Job Description & Person Specification

Healthcare Chaplain x 3 posts

- **Indefinite Duration**
- **HSE Funded**
- **Based in**
 - **Harold's Cross, 1 WTE (39hours)**
 - **Blackrock 0.5 WTE (19.5hours)**
 - **Wicklow 0.5 WTE (19.5 hours)**



Thank you

for your interest in joining the Our Lady's Hospice & Care Services team.

This is a fantastic opportunity to join an ambitious organisation with a vital mission to provide specialist health and social care services within our three Hospices and surrounding communities.

We passionately believe that everyone living in our community should be able to access high quality person-centered care when they need it. We also believe that our services should be delivered in the most appropriate and effective way to meet growing demand and the increasingly complex needs of an ageing population.

To achieve that vision, our services must continually adapt and our Strategic Plan outlines plans to enhance our care by building capacity, reconfiguring and integrating our services and workforce based on best practice, evidence-based models of care and anticipated future needs.

To achieve these important goals, we need a strong, diverse and dynamic team committed to working together to meet the needs of our patients, residents and their families.

To achieve the above, we are looking for exceptional people to join our team. In this document, we present information about Our Lady's Hospice & Care Services as well as information about this important role. If this is of interest to you – please get in touch.

Mary Flanagan, CEO

Mission Statement

Our Lady's Hospice & Care Services, founded by the Sisters of Charity in 1879, continues its mission by providing, with loving care, high quality, person-centred health and social care services in the Hospice and community.



Who we are

Established by the Religious Sisters of Charity in 1879, the Hospice in Harold's Cross was opened in response to the healthcare needs of the community. Today, Our Lady's Hospice & Care Services (OLH&CS) provides specialist care for a catchment of over one million people with a wide range of needs, from residential rehabilitation to end-of-life care, from our bases in Harold's Cross, Blackrock (est. 2003) and Wicklow (est. 2020).

As the profile and needs of patients has changed over the years, the Hospice formed three core services, which are supported by education and research, as the bedrock of quality healthcare:

- Specialist palliative care is delivered in each of our three locations, making us the largest provider in Ireland.
- Our campus in Harold's Cross houses the Rheumatic & Musculoskeletal Disease Unit, a unique service that enables those with a chronic condition to maintain or improve their quality of living.
- Our Harold's Cross campus also houses our Care of the Older Person service comprising our Community Reablement Unit (CRU) and a residential unit. CRU provides in-patient care for frail over-65s and our residential unit, Anna Gaynor House, is a safe comfortable home for older people with high dependencies.

Over 700 medical and general staff and 400 incredible volunteers provide world class person-centred care to help patients and residents achieve their best quality of life and support their families.

OLH&CS is funded by the HSE to provide a defined level of service on its behalf and is a section 38 provider with a voluntary Board of Directors.

OLH&CS also relies on fundraising to enhance patient services and to continue developing its three sites and must raise a minimum of €5.5 million every single year.

Our Core Values

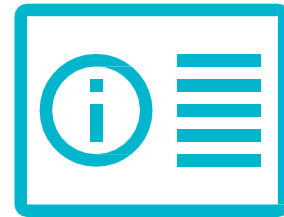
Human Dignity: To respect the unique worth of every individual.

Compassion: To empathise with those who are in discomfort or suffering and to strive to understand their experience.

Justice: To consistently act with integrity, honesty, commitment and accountability.

Quality: To strive for excellence in all aspects of our work.

Advocacy: To represent the needs of those who are unable to speak for themselves.



About the Role

TITLE:	Healthcare Chaplain
REPORTING TO:	Deputy Head of Clinical Services
SALARY SCALE:	<p>Department of Health & Children consolidated pay scales (01/03/2025 pay scales) apply per annum pro rata: Hospital Chaplain (6404) €56,757- €64,716 (LSI- €67,025 - €69,341). This position is funded by the HSE.</p> <p>The successful candidate's salary will be calculated strictly on the number of years of relevant/comparable experience, i.e. each year of relevant/comparable experience will decide the point at which your salary will be between the 1st and last point of the pay scale above.</p> <p>For any salary queries please contact the HR department on: 01-491 2539.</p>
PENSION SCHEME:	For HSE funded contracts there is mandatory enrolment in the appropriate Public Sector pension scheme.
HOLIDAYS:	30 days per annum pro rata
HEALTH:	A candidate for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, the successful candidate, before being appointed, shall undergo a pre-employment medical.
CHARACTER:	A candidate for and any person holding the office must be of good character.
HOURS OF WORK:	39 hours per week. Details of starting and finishing times, which may vary in accordance with Hospice needs, will be notified to you by your Head of Department/Deputy. There will be times when you will be required to work outside of the normal office hours.
WORKING WEEK:	Will be determined by the needs of the department. Generally, Monday- Friday, 9-5, pro rata for part time
LOCATION:	These positions are based across our Organisation on sites in Harold's Cross, Blackrock and Wicklow. Post holders will be based in a specific site, agreed at contract stage. However, in the interest of patient care and changing needs, candidates are required to be completely flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by the Chief Executive Officer.
ETHICAL CODE	The post holder is requested to respect the special charism, ethos and tradition of OLVH&CS and to observe and comply with its general policies, procedures and regulations.

CONFIDENTIALITY You will have access to various types of records/information in the course of your work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person, on no account must information concerning staff, patients or other Hospital business be divulged or discussed except in the performance of normal duty.

In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

GARDA VETTING Legislation has been introduced for the provision of Garda Vetting in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable adults. The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to an appointment being made.

JOB PURPOSE To ensure our all patients, residents, families and staff are offered appropriate spiritual, emotional and psychosocial support. The Healthcare Chaplains work as members of the multi-disciplinary team to support the provision of holistic healthcare to our service users. The Pastoral Care Department operates on an interdenominational basis and is staffed accordingly. We acknowledge that today the wider Hospice community is multicultural and multi-faith and cares for people of all denominations and everyone regardless of faith affiliation and those who profess no faith.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure an effective, dynamic and appropriate Pastoral Care service is delivered to patients, residents, family members, staff and carers.
- Make provision for the spiritual and religious needs of all patients, residents, family members, staff and carers so that all are enabled to continue to practice their faith in healthcare settings.
- Act as a pastoral/spiritual, religious/ethical resource to the organisation, seeking opportunities to provide appropriate service and advice within the daily life of the organisation.
- Develop clear, concise and personalised spiritual care for patients, residents, and their families based upon the assessment of spiritual, religious, existential and cultural beliefs, values, needs and practices and integrate them into the patient/ resident's individual care.
- Provides patient/resident-centred, family focused spiritual care that understands and respects diversity in all its dimensions and consider cultural and linguistic needs.
- Maintain/create partnerships with community religious and cultural leaders to enhance and ensure effective support to the patients, residents, family members, staff and carers.
- Identifies and integrates appropriate grief interventions for those at end of life and those who are grieving.
- Support patients/residents and their loved ones who express or display fear, anxiety, existential or spiritual pain.
- Effectively uses culturally appropriate, evidence-based strategies for communication with patients, residents and families regarding pain and suffering, loss, complicated and anticipatory grief, and life review.
- Supports the celebration of the Sacraments to patients and families in accordance with spiritual needs.
- Provide care for staff who may seek support from the pastoral care service.
- Foster close working relationships with members of the multidisciplinary team and other relevant professionals.
- Promote pastoral care services during staff training and educational activities.
- Engage in supervision and participate in individual performance achievement.
- Be highly visible to all colleagues at all levels providing expertise in the delivery of pastoral, spiritual and religious care for all.
- Ensure the quality of documentation of all notes, and reports are in accordance with local service and professional standards.
- Ensure that data on the electronic PAS (Patient Administration System) is correct and kept up to date

Education and Training

The Healthcare Chaplain will:

- Participate in mandatory and recommended training programmes in accordance with departmental/organisational guidelines
- Play an active role in in-service training and teaching programmes for other professionals as relevant to the pastoral care department.
- Participate and play a key role in the practice education of specialist volunteers.

Continuous Professional Development

The Healthcare Chaplain will:

- Identify and fulfil professional/personal development objectives with support from the lead healthcare chaplain or deputy.
- Maintain and develop professional expertise and knowledge by actively engaging in continuing professional development e.g. reflective practice, training courses, conferences, presentations at in-service events etc.
- Keep up-to-date with developments in Healthcare Chaplaincy and the Pastoral Care field and other relevant healthcare matters to ensure maintenance of knowledge and skill base in order to facilitate contemporary professional practice
- Maintain a record of CPD activities to evidence on-going professional development.

Administrative

The Healthcare Chaplain will:

- Keep up-to-date administrative records, reports and statistics as required by the organisation
- Participate in the planning and development of the pastoral care service
- Contribute to the implementation of procedures, policies and guidelines while adhering to existing standards and protocols
- Be responsible for organisation and maintenance of departmental equipment
- Participate in clinical audit activities as appropriate
- Represent the department at meetings as designated

Health & Safety

The Healthcare Chaplain will:

- Comply with the policies, procedures and safe professional practice of OLH&CS and the Irish Healthcare System by adhering to relevant legislation, regulations and standards
- Document appropriately and report any near misses, hazards and accidents and bring them to the attention of the relevant person(s)
- Work in a safe manner with due care and attention to the safety of self and others
- Be aware of risk management issues, identify risks and take appropriate action

Professional:

The Healthcare Chaplain will:

- Ensure confidentiality on all matters and information obtained during the course of employment
- Have a working knowledge of OLH&CS policies
- Present and act in a professional manner at all times
- To undertake other duties appropriate to the office as may be required by the Director of Nursing, Clinical & Quality Services or his/her nominee.

Information Technology

The Healthcare Chaplain will:

- Ensure the most effective and efficient use of developments in information technology for patients care in a manner which integrates well with systems throughout the organisation.

General

- Have a working knowledge of and adhere to OLH&CS policies at all times.
- Ensure confidentiality in all matters of information obtained during the course of employment.
- To present and act in a professional manner at all times and ensure colleagues do likewise.
- Keep up-to-date with developments of professional practices and all other relevant matters to ensure maintenance of knowledge and skill base.
- Assume responsibility for his/her own professional development.
- Maintain a safe work environment in co-operation with the Hospice Management Team and with reference to the Safety, Health and Welfare at Work Act, 2005: in that respect report any accidents / near misses and document according to policy.
- Provide cross cover for other areas when required and such duties as required.
- To effectively and efficiently use information technology for the role in a manner which integrates well with systems throughout the Hospice.

The duties and responsibilities detailed above reflect the present service requirements and are not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to the post holder from time to time and to contribute to the development of the post while in office.

This job description will be subject to review in the light of changing circumstances. This job description is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work.

Core Competencies

Level 1 on the Competency Based Framework

Professional Knowledge and Skills

- Articulate a pastoral theology which is contemporary and functional
- Understand and help others discover meaning in the experience of suffering, grief and loss
- Ability to work with those of all faiths or beliefs and none
- Demonstrate emotional maturity to provide compassionate support
- Demonstrate the ability to function effectively under stress and cope with crisis.
- Capacity and commitment to learn, critically reflect and develop
- Demonstrate integrity, resilience and composure
- An understanding of evidence-based practice and the ability to engage in research and development

Person Centred Care

Our staff are committed and passionate about providing the best possible service to patients, residents and their families through ensuring a high-quality service and engaging in continuous professional development

Quality Service

- Adopts a patient / resident centred approach at all times
- Demonstrates a commitment to achieving a high standard result
- Is flexible and adaptable to meet unanticipated demands
- Ability to act as an advocate for patients and residents
- Foster a multi-disciplinary approach to ensure the best possible care is provided
- Complies with organisational policies and procedures at all times
- Understands and respects the rights of all patients, residents and families

Continuous Learning and Development

- Displays enthusiasm and motivation to work
- Learns quickly and adapts with new ideas and procedures
- Engages in performance management and participates in training as required
- Receptive to constructive feedback
- Aware of one's own limitations
- Strives to progress within the organisation
- Achieves performance goals
- Engage in knowledge and experience sharing for the purposes of learning and development

Professional Service

Our Lady's Hospice & Care Services is committed to providing a professional, efficient and flexible service through ensuring our staff have the required knowledge and effective planning and organising skills in order to maximise the quality of the service whilst managing competing demands.

Organisational Knowledge

- Strong knowledge of Our Lady's Hospice & Care Services Core Values, Mission Statement and services provided to patients/residents in both Harold's Cross and Blackrock
- Strong understanding of the healthcare environment
- Awareness of the organisational chart and the department and management structures throughout the organisation
- Understands and adheres to policies, procedures, regulation and standards
- Applies practice that is in accordance with relevant legislation and standards
- Adhere to a professional code of practice relevant to area of practice
- Understands one's own scope of practice

Planning and Organising

- Demonstrates the ability to plan and deliver the duties of the role in an effective and resourceful manner within a model of person-centred care
- Adopts a systematic approach to planning, organising and managing caseload effectively
- Ability to multi-task without losing focus
- Manage competing and changing priorities effectively
- Demonstrates a flexible and adaptable approach in a changing environment
- Deal with issues in a prompt and timely manner
- Demonstrates a high level of attention to detail to ensure accuracy and adherence to policies and procedures

Professionalism

- Demonstrates honesty, integrity and holds a strong code of ethics
- Maintains appropriate and professional boundaries
- Ensure confidentiality and discretion is respected in all patient, resident and hospice related matters
- Demonstrates enthusiasm and commitment to one's work
- Demonstrates an ability to apply knowledge to best practice
- Maintains professional appearance and adheres to organisational dress code
- Manages personal problems to minimise impact on work and professional relationships
- Ability to work in an accurate and consistent manner

People

Our Lady's Hospice & Care Services strives to ensure an open, transparent and objective environment through the utilisation of effective communication and teamwork. We aim to optimise organisational output and achievements through effective people management skills to maximise performance. Effective communication ensures a high quality and accessible service.

Communication
<ul style="list-style-type: none">• Demonstrates excellent communication skills, both verbal and non-verbal• Clearly and confidently articulates ideas and opinions and their underlying rationale• Draws on a variety of communication methods to fit a various situations and circumstances• Actively listens• Patiently explains things to others and uses questions to check for understanding and to avoid misinterpretation• Approachable using open body language• Demonstrates the ability to engage in compassionate, individualised and timely communication with individuals with life limiting conditions, families, carers and members of the multidisciplinary team.• Displays awareness and appreciation of the service users and the ability to empathise with and treat others with dignity and respect.

Team Player
<ul style="list-style-type: none">• Demonstrates the ability to work co-operatively as part of a team• Is a supportive team member• Fosters a collaborative team working environment• Utilises teamwork to share best practice ideas and breakdown departmental barriers• Establishes and maintains external networks for the purposes of increasing efficiency of service delivery and improving quality

People Management
<ul style="list-style-type: none">• Demonstrates patience and respect when imparting information to others• Shows respect on a consistent basis to staff• Acknowledges contributions of all

Change Management

Change management is the process, tools and techniques to manage change to achieve the required organisational outcome. Our Lady's Hospice & Care Services Utilises leadership and innovation to aid the organisation to make successful transitions resulting in the adoption and realisation of change in an ever-changing environment.

Leadership

- Leads by example
- Energetic and enthusiastic approach to work
- Motivates and supports work colleagues
- Demonstrates an ability to be flexible and change position if required
- Builds credibility and portrays the profession in a positive light by being professional and well informed

Innovation

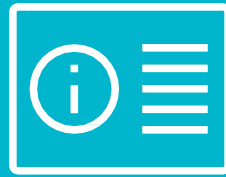
- Thinks creatively and implements solutions for everyday problems
- Identifies a variety of approaches to problem solving

Problem Solving and Decision Making

- Demonstrates the ability to effectively evaluate information and make appropriate decisions
- Demonstrates a reflective approach when dealing with problems,
- Carefully evaluates different solutions prior to action
- Supports ideas, views and initiatives with logic and reasoning
- Identifies and uses appropriate sources of information when making decisions

Person Specifications

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Level 8 Degree or Higher in Theology from a recognised third level institution. Three units of Clinical Pastoral Education in an approved Centre, or equivalent qualifications as determined by the Healthcare Chaplaincy Board (HCB) or the Chaplaincy Accreditation Board (CAB). Be a currently Certified Healthcare Chaplain accredited by the Healthcare Chaplaincy Board (HCB) or the Chaplaincy Accreditation Board (CAB). 	
Experience	<ul style="list-style-type: none"> Minimum of 6 months experience post accreditation, working as a healthcare chaplain in a relevant healthcare setting. Relevant experience of supporting patients, families and staff in the area of bereavement and loss. Experience of Multi-Disciplinary Team working. Knowledge of current HSE policies and national guidance relevant to the performance of role and delivery of services. 	<ul style="list-style-type: none"> Experience in palliative and end of life care desirable. Experience of working in organisations/settings with diverse cultures
Other	<p>Excellent verbal and written communication skills</p> <p>Excellent organisational skills</p> <p>Possess a clean driver's license</p>	



Our Lady's Hospice & Care Service has three locations:



Respite
Rehabilitation
Reassurance

Harold's Cross
Blackrock
Wicklow

Harold's Cross Hospice
Harold's Cross
Dublin
D6W RY72

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E: info@olh.ie

Blackrock Hospice
Sweetman's Avenue
Blackrock
Dublin
A94 F8D9

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E: blackrockhospice@olh.ie

Wicklow Hospice
Magheramore
Co Wicklow
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