

Respite Harold's Cross
Rehabilitation Blackrock
Reassurance Wicklow

Job Description & Person Specification

Lead Healthcare Chaplain

- 1.0WTE (35 hours)
- Indefinite duration contract
- Board of Directors funded
- Based in Harold's Cross



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 | C.E.O.

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 Rehabilitation 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-centered 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

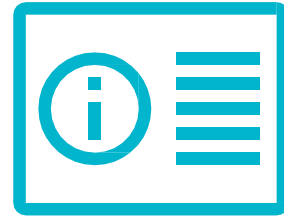
Human Dignity: To respect the unique worth of every individual.

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: Lead Healthcare Chaplain

REPORTING TO: Deputy Head of Clinical Services

SALARY SCALE: Department of Health & Children consolidated pay scales (01/03/2025) apply per annum pro rata: **Senior Social Work Practitioner (3614) | €60,832- €76,980 (LSI €78,343)**. This position is funded by the **Board of Directors**.

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.

For any salary queries please contact the HR department on: 01-491 25 94.

PENSION SCHEME: The successful candidate will become a member of the Our Lady's Hospice & Care Services (OLH&CS) defined contribution pension scheme administered by Irish Life through Pension Consultants AON Hewitt. **As this post is not H.S.E. funded, please note this is not a public sector pension scheme.** If you are a member of an Irish Public Sector Pension Scheme, which is not the Single Public Service Pension Scheme (SPSPS), please ensure that you contact your current pension scheme administrators to ensure you are fully aware of the implications of leaving a public sector pension scheme for a period of 26 weeks or greater.

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: **35 hours** per week. Details of starting and finishing times, which may vary in accordance with OLH&CS 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.

LOCATION: This position is based in **Harold's Cross** however, Our Lady's Hospice & Care Services (OLH&CS) currently operates across three sites; Harold's Cross, Blackrock and Wicklow. As Lead Healthcare Chaplain with Management and Leadership responsibility for Pastoral Care Services across three sites some time will be dedicated to Blackrock and Wicklow development, and will require a presence in these locations. 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 OLH&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:** The Lead Healthcare Chaplain will provide leadership and strategic direction to the Pastoral Care Team in partnership with other key stakeholders to ensure the delivery of responsive, high quality spiritual care to our patients, residents, their families and staff.

MAIN DUTIES AND RESPONSIBILITIES

Leadership and Accountability

- Have overall responsibility for the Pastoral Care Service in Our Lady's Hospice & Care Services providing leadership and strategic direction in line with best practice to provide and further develop patient, resident and family-centered services
- Manage and co-ordinate a team of Chaplains, chaplaincy service providers and pastoral care volunteers to ensure an effective, dynamic and appropriate Pastoral Care service is delivered across all sites in the organisation.
- Co-ordinate pastoral, spiritual and religious care across the organisation.
- Develop and nurture the chaplaincy team, providing opportunities for spiritual direction, professional supervision, and Continuing Professional Development and Training
- Ensure that Pastoral Care Services are represented at Multi-disciplinary meetings, relevant committees and organisational activities
- Attend and participate at relevant clinical services management team meetings
- Conduct regular team meetings within the department
- Lead on the integration and standardisation of Pastoral Care Services across Our Lady's Hospice & Care Services.
- 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 the healthcare setting.
- Demonstrate a strategic approach to the development of the service and structures, embracing continuous quality improvement and the management of change necessary to achieve cross site organisational objectives via service planning activities.
- Contribute to the training of colleagues of all disciplines in matters of spiritual and religious care especially those who are concerned with End of Life Care.
- Promote and champion the organisations core values and a culture where team, departmental and individual goals meet the spiritual needs of the whole organisation community.
- Enable the chaplaincy team to 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
- In conjunction with other staff responsible, ensure that chapels, places of worship, family rooms and mortuary facilities are suitably furnished and properly maintained so that the best possible environment is available.

Quality Service Delivery

- Visit patients, residents and staff regularly to ensure accessibility for all. When requested /referred, offer appropriate support, sacramental and /or prayer ministry in response to the spiritual and pastoral care needs of patients, residents, their families and carers and staff.
- Co-ordinate and deliver:
 - Services of worship in the chapels and other suitable areas
 - Administration of sacraments as requested by patients and residents in cooperation with clinical staff
- Design and support activities that raise awareness of the importance of the spiritual element of holistic care and the role of the chaplains and pastoral care in delivering and supporting it
- Manage change effectively in relation to integration of service provision for pastoral care.
- Maintain accurate records of chaplaincy activities for patients and residents in relevant documents such as Unified Healthcare Record, Patient Administration System
- Be highly visible to all colleagues at all levels providing expertise in the delivery of pastoral, spiritual and religious care for all
- Organise events as required, liaising with other departments and colleagues.

Communication and working relationships

- Establish and maintain effective communication between members of the chaplaincy team, staff, local faith leaders and all concerned with the spiritual care of patients, residents and families
- Work towards the raising of awareness, especially among staff of the spiritual dimension of care; advise on how individual pastoral care, spiritual and religious needs might be assessed; contribute to that assessment process and plan how those needs might be met appropriately.
- Establish and maintain links with other Pastoral Care services nationally, in order to promote collaboration in professional development and service delivery
- Ensure that all staff/patients /residents are aware of the Pastoral Care Service, how to contact a member of the team during service hours and that staff are aware of out of hour's arrangements when required.
- Maintain timely communication with carers, patients and residents in order to fulfil key tasks
- Assess and respond to the individual and collective needs of staff and volunteers including establishing opportunities for staff events and supportive sessions.
- Maintain awareness of issues, events and conditions which may affect staff or volunteer wellbeing and generate pastoral need.
- Co-operate with other relevant departments to promote staff and volunteer wellbeing.

Planning and Organisational Skills

- Regularly review and revise the vision for the pastoral care services and chaplaincy team as part of the organisation's delivery of holistic care for all. Ensure that the pastoral care activities are aligned with organisational strategy.
- Think strategically and seek constantly to improve Pastoral Care services and the spiritual element of holistic care
- Plan training and development programmes in spiritual care and deliver such training for chaplains, staff and other external groups as appropriate
- Engage with relevant education partners in relation to planning student clinical placements

Financial and Human Resources

- Maintain records for and manage costs and expenses incurred by Pastoral Care Services for service delivery
- Ensure value for money for all pastoral care service expenditure.

Education and Self Development

- Participate in mandatory training programmes.
- Continuously develop a knowledge base at an advanced level to improve the quality and standard of Pastoral Care service delivery in OLH&CS.
- Take responsibility for, and keep up to date with Pastoral Care and Chaplaincy practice by participating in continuing professional development.
- Monitor and keep up-to-date with developments in Healthcare Chaplaincy and Pastoral Care field and all other relevant healthcare matters to ensure maintenance of knowledge and skill base in order to facilitate contemporary professional practice.
- Engage in personal development planning and performance review.
- Share knowledge and expertise with colleagues.
- Be aware of National Standards for Safer Better Healthcare.
- Have a working knowledge of quality standards as they apply to the role e.g. National Standards for Residential Care Settings for Older People in Ireland, National Standards for the prevention and control of healthcare-associated infections.

Health & Safety

- Develop and monitor implementation of agreed policies, procedures and safe professional practice by adhering to relevant legislation, regulations and standards
- Ensure the safety of self and others, and the maintenance of safe environments and equipment used in the Pastoral Care department in accordance with legislation
- Assess and manage risk in their assigned area of responsibility, identifying and implementing appropriate controls to manage and minimise risk
- Take appropriate timely action to manage any incidents or near misses within their assigned area.
- Report immediately any accidents or incidents involving patients, staff, or members of the public to the Head of Department
- Comply with the Safety, Health and Welfare at Work Act, 2005
- Comply with Health and Safety responsibilities relevant to their area as outlined in OLH&CS policies, protocols and procedures.
- Take reasonable care to protect her / his own safety, health and welfare and that of any other person who may be affected by her / his acts or omissions at work.

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 3 on the Competency Based Framework

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
- 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
- Ability to work with those of all faiths or beliefs and none
- Workload prioritisation, time management and the capacity to incorporate new challenges, to manage projects and to hold others to account
- Demonstrate ability and skills in providing pastoral supervision and reflective practice

Quality Service

Level 3

- Establishes a high-performance culture
- Monitors and maintains the quality of the service
- Seeks opportunities and leads initiatives for improving services
- Promotes a multi-disciplinary approach
- Promotes an efficient and cost-effective service

Continuous Learning and Development

Level 3

- Promotes engagement in continuous learning
- Provides and supports learning opportunities for staff
- Utilise information provided from professional bodies to improve knowledge and resources available to staff
- Has appropriate specialist knowledge in the area
- Is known and respected as a clinical and managerial resource
- Stays abreast of new technologies and research relevant to the area

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

Level 3

- Anticipates and manages the impact of the political environment on the organisation
- Identifies strategic priorities in line with organisational objectives
- Understand how each department contributes to the overall strategic objectives for the organisation
- Understand and influence the national frameworks for hospitals
- Utilises available resources to ensure the organisation operates from a 'value for money' mind-set

Planning and Organising
Level 3
<ul style="list-style-type: none"> Plans ahead with a vision and understanding of the overall integration of different activities and departments Develops strategic plans and objectives Monitors performance and progress of long-term goals Develops and implements efficient and effective systems and processes to ensure smooth and consistent execution of tasks

Professionalism
Level 3
<ul style="list-style-type: none"> Demonstrates and encourage a strong work ethic Acts as an advocate for the organisation by projecting a professional image and making a respectful representation Acts as a role-model for others Has a transparent approach to work Adheres to standards and professional codes of practice

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
Level 3
<ul style="list-style-type: none"> Adopts a strategic approach to communicating across the organisation Establishes a culture of open communication to maintain an atmosphere of trust and integrity Opens up the channels of communication through the implementation of systems and processes Establishes and maintains communication networks across the Health Service Asks strategic questions to get to the root of complex situations Skillfully mediates conflict situation

Team Player
Level 3
<ul style="list-style-type: none"> Promotes a culture of diversity Inclusive of key stakeholders for decision making Facilitates team discussions Encourages consultation and collaboration across disciplines Reacts constructively to setbacks and avoids blaming individual team members

People Management

Level 3

- Establishes a formal structure to ensure staff involvement in key decisions
- Anticipates staffing needs within all departments
- Allocates responsibilities fairly to effectively manage caseloads
- Clarifies roles, responsibilities and accountabilities
- Involves and consults with staff and other relevant groups to gather their opinions and support for new initiatives

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

Level 3

- Enthusiastically articulates a strategic vision
- Uses appropriate interpersonal styles and methods to inspire and guide individuals toward goal achievement
- Recognises own natural leadership style and capable of adapting leadership style to suit all
- Coaches others
- Persuasive and skilled negotiator
- Influences others through evidence-based arguments that are aligned to strategic priorities

Innovation

Level 3

- Creates a work environment that encourages creative thinking and innovation in the design of programmes and processes
- Demonstrates creative thinking to overcome resource restrictions
- Constantly looking for ways that one can improve one's department
- When required, introduces innovative solutions with confidence in the presence of conflicting opinions.
- Understands and utilises technology to improve work processes

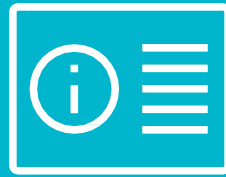
Problem Solving and Decision Making

Level 3

- Develops operating plans that align with strategic priorities
- Thinks creatively and conceptually considering the external environment and potential impact decisions might have
- Recognises and identifies patterns and trends when assessing data
- Anticipates potential issues and opportunities and reacts to same
- Considers the impact of decisions, both short term and long term.
- Demonstrates leadership and courage in making tough or unpopular decisions
- Works collaboratively and tests ideas with a wide range of people internally and externally
- Makes decisions through weighing up the cost-benefit and risk implications
- Provides specialist authoritative advice to others as required to enable them to make decisions

Person Specifications

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ▪ Primary Degree in Theology at a recognised institute ▪ Three Units of Clinical Pastoral Education ▪ Be certified as a Healthcare Chaplain by Healthcare Chaplaincy Board or Chaplaincy Accreditation Board or be eligible for such certification ▪ Management or Supervisory Training /Qualification ▪ Hold a full, clean driving license 	
Experience	<ul style="list-style-type: none"> ▪ Minimum of 5 years full time (or an aggregate of 5 years full time) Healthcare Chaplaincy practice ▪ Leadership, management and supervision experience ▪ Possess the requisite clinical, technical and administrative capacity to fulfil the functions of the role. ▪ Experience of working with medically frail people and delivering end of life pastoral care. ▪ Broad experience of Multi-Disciplinary Team working. • IT Skills 	



Our Lady's Hospice & Care Services 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
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A94 F8D9

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E: blackrockhospice@olh.ie

Wicklow Hospice
Magheramore
Co Wicklow
A67 A446

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