



JOB DESCRIPTION

| | | | |
|------------------------------|------------------------------|-------------------|----------------|
| JOB CODE & TITLE: | <u>Staff Chaplain</u> | DEVELOPED: | <u>2/7/19</u> |
| DEPT # & NAME: | <u>Mission and Ministry</u> | REVIEWED: | <u></u> |
| LOCATION (Code): | <u>Southeast Region</u> | REVISED: | <u>6/23/22</u> |
| REPORTS TO (Title): | <u>Manager /Director/ VP</u> | FLSA: | <u></u> |

Our Mission is to extend the healing ministry of Christ.

We are more than healthcare. We are a family of caregivers who see what we do as a calling and treat every person, every time as if they were a loved one. We don't just heal what hurts. We ease minds and encourage spirits by providing a more personal level of care than ever before—physically, emotionally, and spiritually. Our mission is to Extend the Healing Ministry of Christ which starts with caring for others with uncommon compassion and going above and beyond to make those we serve, feel loved.

Wellness is at the core of what we do, focusing on living a better life today and always. We want everyone to *Feel Whole* and we see our work as a calling. This is how we make a difference. With our whole-person care, expertise and world-class resources we strive to provide an exceptional experience for all. With hospitals and facilities in over 9 states, our consistent approach to healthcare allows us to live our mission and ensure that our communities are living fuller, healthier lives.

GENERAL SUMMARY:

Clinically trained minister responsible for providing effective spiritual care to our primary customers, partners, and team members. Participates as a member of the healthcare team in evaluating spiritual needs provides one to one, short-term spiritual support to patients, families and care team members in inpatient, outpatient, urgent-care, corporate and other specialized care settings. Also provides supportive brief spiritual counsel and community referrals, following a comprehensive spiritual wholeness assessment of concerns.

Fosters a sense of mission that enhances a culture of Trust, experience of Belonging, and a future of Hope within healthcare facilities and among the healthcare team. Actively participates in outstanding customer service and accepts responsibility in developing and maintaining relationships that are equally respectful to all.

PRINCIPAL DUTIES AND JOB RESPONSIBILITIES:

Demonstrates, through behavior, AdventHealth's core values of Keep me Safe, Love Me, Make It Easy and Own it.

Engage the Consumer

- Respond to inpatient referrals within 24 hours (Inpatient chaplain only)
- Respond to outpatient referrals within 48 hours

- Improve People Systems**

 - Participate in evening and weekend chaplaincy care for inpatient (inpatient chaplain only) and outpatient referrals
 - Participate in Leadership Spiritual Formation
 - Participate in leadership of Clinical Team Spiritual Formation
 - Provide Spiritual Support and Assessment for Clinical Unit Leadership
 - Provide Spiritual Support and Assessment for team members (clinical and non-clinical) in your assigned ministry setting

- Improve the Product (patient experience)**

 - Participate in:
 - 24/7/365 in-person care for spiritual wholeness concerns
 - Provide professional spiritual care for acute spiritual needs including: end of life care, difficult diagnoses, decedent care, family crises, pre-surgical support, etc.
 - Addressing concerns at time of care transition as referred
 - Lead (outpatient chaplain only) and Assist with spiritual care volunteer coordination as needed
 - Exhibits knowledge of the levels of growth, development, and skills for pediatric, adolescent, adult, and geriatric
 - Collaborate with Pastoral Educators by providing support and consultation on student's progressive competence and opportunities for learning.

- Expand the Network**

 - Welcome and partner in care with community clergy who are providing spiritual care for congregants in the inpatient setting
 - Lead educational events, workshops and conferences with community clergy, local congregations, community events

- Lower the Cost**

 - Whole person care concerns for patients are addressed
 - Team members experience support and whole person care through increased availability of care

- Manage Risk**

 - Respond to patient and team member whole person care concerns in a timely way
 - Participate in Ethics Consults and Family meetings
 - Chart all care – accurately and in a timely way

KNOWLEDGE AND SKILLS REQUIRED:

- Personal commitment to God.
- Personal integrity and an ability to work under stress.
- Ability to effectively relate to and consistently provide meaningful spiritual care to patients, families and staff from diverse religious, educational, and cultural backgrounds.
- Ability to demonstrate pastoral leadership qualities by earning the respect of nurses, physicians, and other healthcare professionals in the clinical context.
- Displays a high skill level completing tasks and communicating using Microsoft Office Suite.

KNOWLEDGE AND SKILLS PREFERRED:

- None

EDUCATION AND EXPERIENCE REQUIRED:

- Master of Divinity degree, Master of Science in Spiritual Care or other graduate level degree (72-hour minimum) in theology, religion or related field.
- Minimum of four units of Clinical Pastoral Education, at a center accredited by ACPE, Inc.

EDUCATION AND EXPERIENCE PREFERRED:

- Congregational pastoral experience

LICENSURE, CERTIFICATION OR REGISTRATION REQUIRED:

- Ordination/Commissioning or Licensure eligible
- Seventh-day Adventist in good and regular standing required
- Eligible for recognized faith community Endorsement
- Eligible for Board Certification with the Association of Professional Chaplains

LICENSURE, CERTIFICATION OR REGISTRATION PREFERRED:

- Board Certification with the Association of Professional Chaplains
- Endorsement by recognized faith community

SUPERVISORY RESPONSIBILITIES

none

LIVING OUR SERVICE STANDARDS

How we treat those we serve and each other is what sets us apart from other healthcare organizations. We want everyone who walks through our doors to feel loved, cared for, and at ease. Whether you are clinical or non-clinical, your actions and behaviors can create an environment that either builds trust or causes anxiety and fear. We have made it easy for you to ensure that you are always building trust and providing excellent care by exhibiting our Service Standards.

All team members will be held accountable for consistently living out our 16 Service Standards and the additional behaviors listed below to ensure that every person, every time has an exceptional experience.

KEEP ME SAFE

I make safety my number one priority.
I protect privacy and confidentiality.
I keep my environment clean.
I follow the dress code and wear my badge correctly.

LOVE ME

I treat others with uncommon compassion.
I nurture whole-person care through CREATION Life.
I treat others with fairness and respect.
I listen and communicate using iCARE. (Introduce, Connect, Anticipate, Reinforce, Extend)

MAKE IT EASY

I help guests to their destination.

I speak highly of others to provide connected care.

I collaborate to create solutions, not excuses.

I innovate and continually seek ways to improve our work.

OWN IT

I am positive and aim to exceed all expectations.

I follow through on commitments.

I use discretion with personal devices.

I recover service and restore trust using ACT. (Acknowledge/Apologize, Correct, Thank)

Team members must conform to all AdventHealth organizational and departmental policies and procedures including but not limited to:

- Mission
- Vision
- Values
- Code of Conduct as outlined in the "Guidelines for Employees" handbook

Professional Chaplains establish and maintain a history of regular attendance; makes appropriate use of PDO and observes department call-in procedures for absence; establish and maintain punctual work habits. Exhibit timely arrival and departure and dependable time habits including meal and other breaks.

Professional Chaplains attend and participate in mandatory facility-wide and department training/meetings as required (including but not limited to: ALN assigned education, annual mandatory education, safety training, etc.). Is able to demonstrate and apply knowledge of fire, safety, security, and disaster procedure regulations as presented in orientation, outlined in the safety manual, and as pertains to each work area.

Professional Chaplains are required to respond to emergency situations (i.e. disasters, hurricanes, etc.) as assigned, by reporting to department and staying until the crisis is over or your position is covered by incoming personnel. This is a mandatory requirement. Refusal to respond to emergent needs as assigned may result in termination.

Professional Chaplains contribute to the successful achievement of department-stated goals and objectives and facilitate staff cohesiveness and communication.

REQUIRED COMPETENCIES

- Adhere to the competencies described by The Association of Professional Chaplains
- Integration of Theory and Practice
- Professional Identity and Conduct
- Professional Practice Skills
- Organizational Leadership
- Adhere to the professional and ethical standards for professional chaplains and AdventHealth

This position description reflects the general duties and responsibilities necessary to describe the principal functions of the job, as identified, and shall not be considered an exhaustive list of job responsibilities which may be inherent in the job. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The responsibilities listed may be subject to change at any time and individuals

may be asked to perform duties outside of their regular responsibilities to support the ongoing operations of AdventHealth and its facilities.

I have read and understand this job description.

Employee Signature

Date

Job Specifications:

(Physical and Mental Job Requirements)

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job specific functions (listed within each job specific responsibility) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis. If the requirement is not marked, then the standard is generally considered not applicable.

| Requirement | Occasionally | Frequently | Continually (i.e. daily) | Requirement | Occasionally (i.e., Monthly) | Frequently (i.e. Weekly) | Continually (i.e. Daily) |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--|-------------------------------------|-------------------------------------|-------------------------------------|
| General Requirements (has the ability to...) | | | | Required Lifting (ability to lift...) | | | |
| Sit | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Up to 10 lbs | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stand | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 11 to 24 lbs | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Walk | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 25 to 34 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drive | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 35 to 50 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bend | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 51 to 75 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Climb | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 76 to 100 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kneel | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Over 100 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crouch | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | | |
| Twist | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Pushing/Pulling (ability to push and pull...) | | | |
| Maintain Balance | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Up to 10 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reach | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 11 to 24 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | 25 to 34 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sensory Requirements (has ability for...) | | | | 35 to 50 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Far Vision | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 51 to 75 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Near Vision | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 76 to 100 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Color Vision | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Over 100 lbs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Depth Perception | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | | |
| Seeing Fine Details | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Hand Manipulation (ability with...) | | | |
| Hearing Norm Speech | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Simple Grasping | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Hearing Overhead Pages | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Firm Grasping | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Telephone use | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Fine Manipulation | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | | | | Use of Keyboards | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Mental & Emotional Requirements (ability to...) | YES | NO | | | | | |
| Cope with High Level of Stress | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Environmental Exposure (may be exposed to...) | YES | NO | |
| Make Decisions under High Pressure | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Infectious Diseases | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Cope with Others' Anger/Fear/Hostility Calmly | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Chemical Agents | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Manage Altercations | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Dust, Fumes, Gases | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Concentrate | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Extremes in Temperature or Humidity | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Handle a High Degree of Flexibility | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Hazardous or Moving Equipment | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Handle Multiple Priorities in Stressful Situation | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Unprotected Heights | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Work Alone | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Loud Noises | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Demonstrate High Degree of Patience | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Enters Patients' Rooms | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

| | | | | | | | |
|--|-------------------------------------|--------------------------|--|----------------------------|-------------------------------------|--------------------------|--|
| Adapt to Shift Work | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Has Direct Patient Contact | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Work in Areas That Are Close and Crowded | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | | | |
| | | | | | | | |
| | | | | | | | |

| Others (note below) | YES | NO | | Others (note below) | YES | NO | |
|--|-------------------------------------|-------------------------------------|--|----------------------------|-------------------------------------|--------------------------|--|
| Accepts flexible schedule to meet unit/dept needs | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Position Requires TB Test | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Takes call duty | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Position Requires Mask Fit | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Drives a <i>Facility Name</i> vehicle | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | | | |
| Must provide a <i>2-week/4-week</i> resignation notice | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | | | |