

Title: Hospice Chaplain	Job No.: 2645
Department: Continuing Care Services	Issued/revised: 2/06

Job purpose:

To directly provide and coordinate the provision of chaplain services for hospice patients and families consistent with the requirements of Medicare Hospice Conditions of Participation and accepted standards of practice. To integrate spiritual care/support in the work of the interdisciplinary team. To assure hospice patients and families receive spiritual support, comfort and guidance at the end of life consistent with their spiritual traditions and values.

% of Time	Major Accountabilities
70%	Directly provide spiritual support/counseling services through home visits and both individual and group counseling. Coordinate the provision of spiritual care to terminally ill patients and their families enrolled in the hospice program utilizing personal, community and volunteer resources.
10%	Assure the assessment of the spiritual needs, issues, concerns of hospice patients/families. Assure assessments are clearly documented, appropriate interventions planned, implemented and evaluated for effectiveness.
5%	Measure and monitor the quantity and quality of pastoral care/spiritual support services provided including but not limited to family satisfaction, outcomes and utilization of services. Develop and implement performance measures to improve such that they meet prioritized patient and program goals.
10%	Assure staff and volunteer competency in the assessment, provision, coordination and documentation of spiritual support and needs. Provide and facilitate the training and education of staff through departmental and community resources.
5%	Oversee the development and coordination of spiritual care resources including but not limited to literature, support groups, mentors/consultants, community resources, educational rituals, and alternative care.
	Perform other duties as requested.

Budget responsibility:

N/A

Other financial impact:

Enhances efficient use of hospice staff resources by addressing spiritual/emotional support needs of patients/families in a timely, effective manner.

Freedom to act:

Work is largely self-directed with assignments by supervisor within a broad framework. Prioritizes patient/family/program needs, determines and implements best strategies to identify and address spiritual needs within the scope of the hospice program's responsibilities. Assists with program evaluation, goal setting, development and implementation of policies and procedures.

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<p>Major challenges/problems:</p> <p>Provides chaplain services to a culturally, socially and religiously diverse population of patients/families. Coordinates the delivery of spiritual care with members of the interdisciplinary team without line authority. Both blends and differentiates spiritual care coordinator role with other team members, especially social workers and the bereavement counselors. Obtains entry into the patients in-home care team despite reservations from patient/family regarding spiritual care services. Assures assessment and documentation of spiritual needs in a clear and concise manner.</p>	
<p>Human relations skills:</p> <p>Interacts with patients, caregivers, family members, volunteers, staff, and clinicians, community resources and care facilities (e.g., nursing homes) through planning, delivering, and improving spiritual care services</p>	
<p>Customer Focused Service (DO NOT EDIT.)</p> <ul style="list-style-type: none"> • Connects with members and staff in a caring, respectful manner. • Actively listens to ensure correct message is heard. • Shows empathy and sensitivity to members and staff’s experiences. • Handles difficult encounters and/or service breakdowns by minimizing emotions and accommodating members/customers. • Uses appropriate coping skills in order to maintain positive attitude. • Responds effectively to help or serve others and meet needs. 	
<p>Compliance Responsibility (DO NOT EDIT.)</p> <p>Consistently supports compliance and the Principles of Responsibility (Kaiser Permanente’s Code of Conduct) by maintaining the privacy and confidentiality of information, protecting the assets of the organization, acting with ethics and integrity, reporting non-compliance, and adhering to applicable federal, state and local laws and regulations, accreditation and licenser requirements (if applicable), and Kaiser Permanente’s policies and procedures.</p>	
<p>Labor Management Partnership (DO NOT EDIT.)</p> <ul style="list-style-type: none"> • For Managers and Supervisors (of employees represented by a Partnership Union): Actively forms Partnerships with Union designated Shop Stewards and other Union representatives; seeks to integrate Union selected staff into relevant decision making processes. • For All Employees: Actively supports the tenets of the Labor Management Partnership. 	

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<p>Physical requirements/working conditions:</p> <ul style="list-style-type: none"> • <p>Note: Employees are required to follow all prescribed safety precautions and procedures in order to avoid accidents or exposure to illness.</p>	
<p>PREFERRED QUALIFICATIONS</p>	
<p>Preferred knowledge, skills/abilities (including equipment operation):</p> <ul style="list-style-type: none"> • Knowledge of diverse religious and cultural practices, health care ethics, grief and bereavement counseling techniques with hospice families and excellent work organization skills. 	
<p>Preferred experience:</p> <ul style="list-style-type: none"> • Three (3) or more years of service within a health care setting as a chaplain. • Two or more years working as a member of a hospice interdisciplinary team. 	
<p>MINIMUM QUALIFICATIONS</p>	
<p>Minimum required knowledge, skills/abilities (including equipment operation):</p> <ul style="list-style-type: none"> • Master’s degree in theology, divinity or pastoral care or religious studies. • Thorough knowledge of the spiritual, emotional and general care needs of patients and their families at the end of life. • Proficiency in the delivery of emotional, spiritual, grief counseling services with individuals at the end of life. • Demonstrates customer-focused service skills. • Demonstrates skill in leading groups and teams. • Demonstrates skill in public speaking. • Ability to participate collaboratively within an interdisciplinary. • Well-developed peer mentoring and development skills. Ability to assist and mentor clinicians and volunteers in the provision of emotional/spiritual support in their daily practice. • Excellent listening and verbal communication skills. • Ability to document assessments, care delivered; and to coordinate both clearly and concisely using a laptop computer. • Ability to provide quality counseling services for patients/families at end of life with respect and sensitivity to individual beliefs, coping mechanisms, goals, etc. • Excellent time management skills. • Ability to meet department visit productivity requirements. 	

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Minimum required experience:

- At least two (2) years of experience providing spiritual care services in a health care setting.
- At least one (1) year of professional experience providing services to the terminally ill and/or bereaved.

Required license, registration, certification or professional affiliation:

- Certified in Oregon and Washington. Requires Oregon or Washington certification at time of hire. Certification in both states is required within six (6) months of hire.
- Valid driver's license.
- Current Basic Life Support CPR card.

Reporting supervisor title: Hospice Clinical Supervisor

Area manager title: Regional Clinical Services Director, Hospital Administrator & CEO

Note: This position description is representative of major job requirements and is not intended to be all-inclusive.

Supervisor/manager: _____ Date _____

Area manager: _____ Date _____

Employee:* _____ Date _____

Human Resources:* _____ Date _____

*Signature required for JCAHO purposes.