

Job Title: Inpatient Palliative Care Chaplain		Job No.: 3673
Department: Continuing Care Services		Issued/Revised: 6/07
<p>Job Purpose:</p> <p>Directly provides, coordinates and provides spiritual care and support to palliative care patients and families as an integral member of a self-directed hospital inpatient interdisciplinary palliative care team.</p> <p>Assures palliative care patients and families receive spiritual support, comfort and guidance during a time of advanced illness consistent with their spiritual traditions and values. The IPC Chaplain may also provide spiritual care services to hospice and palliative care patients and families in other inpatient settings, at home and in alternative living situations as needed.</p>		
% of Time	Major Accountabilities:	
35%	Assesses the spiritual care status of the patient/family and identifies needs. Directly provides spiritual support and counseling as part of the IPC Team and on an individual basis.	
35%	Participates with the IPC interdisciplinary team in a manner that results in effective, collaborative care planning.	
10%	Assures professional competency through maintaining working knowledge of current spiritual provider practice related to palliative care issues.	
5%	Facilitates resolution of spiritual, ethical or psycho-spiritual issues of the patient and family.	
5%	Assures assessments and interventions are clearly documented and evaluated for effectiveness.	
5%	Participates in quality improvement and utilization management activities as requested. May include clinical record review, occurrence reporting, focused studies, process and out come measurement.	
5%	Provides direct spiritual care services to hospice and home palliative care patients in their homes or other settings as requested. Perform other duties as requested.	
<p>Budget Responsibility:</p> <p>Not applicable.</p>		
<p>Other Financial Impact:</p> <p>Contributes to good stewardship of organization's financial resources by assisting advanced illness patients in making decisions for care options that are palliative when this best meets the desires/needs of the patient.</p>		
<p>Freedom to Act:</p> <ul style="list-style-type: none"> Plans and organizes work assignment, prioritizes and completes work with a minimum of supervision while working within the interdisciplinary team. Determines and implements best strategies to identify and address spiritual needs within the scope of the IPC program's responsibilities. Assists with program evaluation, goal setting, development and implementation of policies and procedures. Adheres to attendance policy. 		

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<p>Major Challenges:</p> <ul style="list-style-type: none"> • 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. • Assures assessment and documentation of spiritual needs in a clear and concise manner. 	
<p>Human Relations Skills:</p> <ul style="list-style-type: none"> • Interacts with patients, caregivers, family members, volunteers, staff, and clinicians, community resources and care facilities through planning, delivering, and improving spiritual care services. 	
<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 licensure 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. 	
<p>Physical Requirements:</p> <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 and 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. 	

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Preferred Experience:

- 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 or palliative care interdisciplinary team.
- Certification or board eligibility by the following organizations: APC, NACC, AAPC, NAJC, HCMA or NAVAC.

MINIMUM QUALIFICATIONS:
Minimum Required Knowledge, Skills and Abilities (including equipment operation):

- Master's degree in theology, divinity, ethics 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.
- Demonstrated proficiency in the delivery of pastoral care counseling techniques in working with patients and families experiencing loss/death/grief with respect and sensitivity in individual beliefs, coping mechanisms, and spiritual practices.
- Experience and ability to work effectively and collaboratively within an interdisciplinary team.
- Excellent listening and verbal communication skills.
- Ability to document assessments and care delivered both clearly and concisely using a laptop computer and/or in a paper chart.
- Demonstrates skill in facilitating groups and teams.
- Demonstrates collaboration with community spiritual resources.
- Excellent peer mentoring and development skills.
- Excellent time management skills.
- Working knowledge of diverse belief systems which could affect planning for medical care and ability to articulate same for clinical team members.

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 patients with advanced illness and or bereavement issues.

Required license, registration, certification or professional affiliation:

- Valid driver's license.
- Current Basic Life Support CPR card.

Reporting Supervisor Title: Hospice and Palliative Care Clinical Supervisor

Area Manager Title: Regional Clinical Services Director, Hospital Administrator & CEO

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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 _____