

# Volunteer Position Description



## Position Details

Position title	Spiritual Care Volunteer
Location	Various
Role type	Volunteer
Local Level Manager	Mission Development Coordinator
Workplace Supervisor	As delegated by the Local Manager

### Our vision

A compassionate, just and inclusive society for all.

### Our mission

We walk alongside people in need, offering care and compassion and promoting choice, independence and community wellbeing.

### Our values

Innovation, hope, integrity, compassion, justice, empowerment, respect.

## Position Summary

Spiritual Care Volunteers provide spiritual care support to residents, working in liaison with and reporting to the designated Chaplain of the Pastoral and Spiritual Care (PSC) team and supported by the Mission Development Coordinator.

Spiritual Care Volunteers play an integral part in a multi-disciplinary team, offering compassionate spiritual care to customers and residents, working alongside and under the direction of Wesley Mission Queensland's PSC team. Volunteer opportunities and responsibilities may be developed to reflect the Spiritual Care Volunteer's skills and talents, in liaison with the PSC team.

## Key Role Accountabilities

As part of their role, the Spiritual Care Volunteer may be involved in one or more of the following activities:

- Visit with designated residents on behalf of the PSC team.
- Completion of obligatory documentation in relation to visits completed.
- Ensuring requests and referrals from residents are conveyed to the PSC team.
- Consulting with and seeking support and/or advice from the PSC team as required.
- Communicating with other volunteers and Wesley Mission Queensland staff to enhance our holistic framework of care for residents.



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- Assisting with the setup and facilitation of chaplaincy services and other events.
- Providing administrative and or technical assistance as required.
- Other duties relevant to the role.

Spiritual Care Support Volunteers are expected to be:

- Understanding and grounded in the belief that our shared humanity is sacred and beneficial, regardless of cultural, religious, traditional, or existential beliefs.
- Respectful of and comfortable working with people of diverse cultures and traditions.
- Self-reflective.
- Comfortable with the shared human search for meaning, purpose and connectedness.
- Able to instil calm and lessen anxiety through compassionate listening and presence.
- Understanding of professional conduct and respectful of appropriate boundaries.
- Committed to healthy spiritual practice.

## Conditions

Wesley Mission Queensland Volunteers work alongside and under the direct supervision of a designated paid staff member, and do not replace any paid positions within the Mission.

Unless negotiated with the local manager and officially documented through Volunteer Relations, Wesley Mission Queensland volunteers are not permitted to provide:

- Services beyond those negotiate with their Workplace Supervisor and Local Level Manager.
- Personal, financial, or any other types of counselling to customers (participants, clients, residents, and guests), or others.
- Services that are recognised as high risk to their safety or the safety of customers (participants, clients, residents, and guests), or others. This is inclusive of direct feeding, personal care, distribution of medication, manual handling or driving customers (participants, clients, residents, and guests), in their private vehicles.

All Wesley Mission Queensland volunteers must be willing to read and understand the statement of duties, guidelines, and other requirements as detailed in this document and the accompanying Wesley Mission Queensland Volunteer Handbook and agree to undertake the responsibilities to the best of their ability.

## Volunteer Hours

- Volunteers negotiate and agree to their hours before commencement. Hours are dependent on the program's needs and volunteer availability.
- Volunteers are required to notify their Workplace Supervisor if they are unable to attend their shift.
- Volunteers do not contact customers, residents, or families outside of their agreed hours.

## Education

Wesley Mission Queensland volunteers are provided with the opportunity to be involved in quality mandatory and optional education opportunities through their Workplace Supervisor.

## Vaccinations and COVID-19 Safe Work Plan

Wesley Mission Queensland volunteers are required to:

- Provide proof of vaccination status as required by Legislation, Health Directives or WMQ policy prior to commencement and throughout their engagement with us.
- Follow a COVID-19 safe work plan at all times while volunteering.

## Essential Competencies for the Role

While volunteering with Wesley Mission Queensland you will be expected to:

- Have a general understanding of (or gain an understanding of) Wesley Mission Queensland and the people we support.
- Interact positively with customers (participants, clients, residents, and guests), stakeholders, staff, and the public.



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- Understand your role and responsibilities as outlined in the key role accountabilities and apply yourself to the best of your abilities.
- Interact well in a team, use initiative, take direction, and at times work with limited supervision.
- Ask questions if uncertain about anything in the role and report any issues immediately.
- Be prompt and reliable and show a commitment to the role within the hours agreed to.
- Understand and respect confidentiality.
- Maintain professional and personal boundaries.
- Complete all education required within the role.
- Have the required current security checks, licences, vaccinations, and documentation on file at all times.
- Have the ability and willingness to work within the philosophies, policies, procedures, and Charter of Wesley Mission Queensland as outlined in the Volunteer Handbook and by the Workplace Supervisor and Local Level Manager.

### Other Capabilities and Attributes that Drive Success in the Role

All Wesley Mission Queensland volunteers are expected to demonstrate an understanding and commitment to organisational vision, mission, and values. All volunteers are expected to:

- Role model behaviours consistent with the Wesley Mission Queensland core values of integrity respect, empowerment, hope, justice, compassion, and innovation.
- Act in a responsible way that creates an environment where it is safe for all team members to contribute ideas, make suggestions and report any activities, behaviours or conduct that does not align with the Wesley Mission Queensland values.

### Reconciliation Statement

Wesley Mission Queensland's vision for reconciliation is for all people to stand unified in an equal and inclusive future. We commit to enhancing opportunities for Aboriginal and Torres Strait Islander People and celebrating diversity.



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