

Position Description

Director of Chaplaincy and Ministry Development

Location: Support Centre, Milton

Branch: CEO's Office

Reports to: Chief Executive Officer

Direct Reports: 15 (plus volunteer hospital chaplains)

Effective Date of PD: March 2021

Primary Objective:

The Director of Chaplaincy and Ministry Development is responsible for the executive coordination of all Lutheran Services pastoral care programs. The Director of Chaplaincy and Ministry Development provides expert advice to the CEO and Council of Lutheran Services on theological matters, ethics and pastoral care. This role is a member of the Office of the CEO.

Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

- Lutheran Services Chaplains;
- Stakeholders across the LCAQD and Churchwide;
- Executive Team;
- Support Centre Employees;
- Service Managers;
- Employees across the services;
- External Stakeholders

This position has direct reports of:

- Lutheran Services Chaplains
- Coordinator Chaplaincy and Ministry Development

This position works closely with

- Executive Officer of the CEO

This position is responsible for the Chaplaincy operating budget.

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Director of Chaplaincy is a **Leader of Organisation**.

- Promote the values and standards of the Lutheran Church.
- Foster strategic partnerships to identify and implement collaborative strategies to achieve strong missional relationships between Lutheran Services and the wider Lutheran Church.

- Drive innovative and strategic thinking in the delivery of Chaplaincy and Ministry Development to support the implementation of long-term solutions for to ensure the sustainability and success of the Chaplaincy program across the organisation.
- Maintain a person-centred focus, harnessing client and employee feedback to continuously improve the Lutheran Services pastoral care programs.
- Embed a culture of high performance by setting strategy, translating to operational goals and taking accountability for successful client and organisational outcomes.
- Respond to challenges with a composed, constructive outlook, role modelling a spirit of service in leadership and leveraging feedback to continuously improve.
- Effectively and efficiently manage resources to facilitate the achievement of strategic plans and deliver high-quality outcomes.

Role Specific Accountabilities:

- Provide advice to the CEO on matters pertaining to theology, church matters and pastoral ministry;
- Provide advice to the Council of Lutheran Services on matters pertaining to theology, church matters and pastoral ministry;
- Lead the development and implementation of a service plan for Lutheran Services pastoral care and chaplaincy services, to ensure the Lutheran Service Ethos is embedded at all services;
- With others, lead the development and delivery of training for Lutheran Services staff around Lutheran Identity and a Lutheran Model of Care;
- Implement operational tasks that will achieve the Lutheran Services strategic goals around preparing the services to support the Lutheran ethos;
- Be an *ex officio* member of the Council for Lutheran Service's Lutheran Identity and Mission Sub-Committee;
- Lead, guide and support the ordained and lay Lutheran Service chaplains in the delivery of the Lutheran Services Ethos;
- Provide support for Lutheran volunteer hospital chaplains;
- Lead the call/selection process for Lutheran Services pastoral care and chaplaincy services;
- Facilitate online learning groups and communities of practice for Chaplains and others leading pastoral care;
- Direct services in their induction and orientation of new Chaplains and Chaplaincy team members;
- Create a collaborative team of Chaplains that work together to achieve the goals of the Lutheran Services Ethos and Strategic plan;
- Facilitate the development and coordination of new policies and procedures for the Chaplaincy team management;
- Assess spiritual formation, theological and ethics research and trends in order to provide informed advice to the CEO and Council of Lutheran Services on matters of Identity Formation, Theology, Ethics and Chaplaincy.

Position Requirements:

Essential:

- Ordained Lutheran Pastor (BTheol & BMin or equivalent or higher) or practising Lutheran lay person with formal theological qualifications (BTheol & BMin or equivalent or higher) from a tertiary institution;
- Proven understanding of how Lutheran theology can be applied to culture, policy initiatives and behaviour in agencies of the Church;
- Considerable experience in the effective implementation of staff spiritual formation programs and initiatives;
- Demonstrated experience in effectively facilitating organisational improvement projects, particularly in the area of Chaplaincy or Pastoral Practices;
- Must maintain a valid Police Check and Workers' Screening.

Desirable:

- Proven experience in aged care.

- Qualifications in healthcare, human services, education or business administration.
- Experience in human service organisations and/or schools and/or other settings.