

**The Catholic Bishops' Conference of England & Wales
Healthcare Executive Group**

Catholic Chaplaincy Guidelines 2018

Supplementary Materials

Revised and updated January 2020

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FOREWORD

This companion document is intended to provide a series of templates and guidance documents which Chaplains, Dioceses and NHS organisations can use to suit their needs.

These materials are gathered from existing examples have been reviewed and revised by the Bishops Healthcare Advisors group in November 2019, and are provided to be of use rather than prescriptive.

It is also important to ensure that an NHS agency or other employer and the Diocese secure their own HR and legal advice before using these.

For further information on additional materials which may be produced please contact

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Roman Catholic Chaplain

Key Requirements to be included in Job Descriptions or Role Profiles

Introduction

Chaplaincy job descriptions and role profiles are in place across existing employers. It is recognized that healthcare chaplains who are employed to meet the needs of Roman Catholic will need to fulfill the requirements of these job descriptions as well as to meet the required person specification for these posts. There are however some additional requirements for Roman Catholic Chaplains which will need to be included and which whilst not affecting the overall band or grade of the post, will add clarity to the unique nature of the Roman Catholic Chaplain working as part of the Chaplaincy Team, whether they are ordained or lay Chaplains and working in a paid or voluntary capacity

Further advice can be sought from the diocesan Bishop's Healthcare Advisor.

Roman Catholic Chaplains are:

- Responsible to the Trust/Employer and Accountable to the Local Ordinary
- To first and foremost minister sacramentally, pastorally and spiritually to Roman Catholic patients, relatives and staff as appropriate.
- To be the primary source of Catholic teaching in the Trust/Hospice
- Responsible for the co-ordination of the Catholic chaplaincy on-call system and volunteers
- To be the point of contact with the local RC community
- With patient consent to make appropriate referrals and liaison with their catholic faith communities.
- To be pastorally sensitive to the needs of other faith and belief communities whilst adhering to the Canon Law and the teaching authority of the Catholic Church.
- To undertake appropriate Catholic CPD as requested by the local Ordinary
- To ensure one's own spiritual wellbeing is maintained and needs are communicated to the Chaplaincy manager

Catholic Chaplain Person Specification

- Meets the minimum requirements from the Chaplaincy Endorsement Guide [Essential]

- Understanding of the Catholic Church's teaching on ecumenical and interfaith issues [Essential]
- To understand and be able to define and communicate the Moral and Ethical teaching of the Catholic Church [Essential]

Sample Template for Service Level Agreements Example 1

**Service Level Agreement between NHS Foundation Trust
(The Trust) and the Diocese of
(The Diocese) relating to the provision of
Roman Catholic Chaplaincy Services**

..... 20.. - 20..

Introduction

This agreement is made between XXXXXX NHS Trust / XXXXX Hospice and the Diocese of (The Diocese) relating to the provision of Roman Catholic Chaplaincy Services for the spiritual, religious and pastoral care for Roman Catholic patients, staff and visitors in conjunction with the Trust's Chaplaincy Department. The agreement covers services provided at the following hospital / hospice / community sites: *insert list of sites*

This agreement is in two parts:

Part 1 - Provision of spiritual, religious and pastoral care for Roman Catholic patients, relatives and staff

Part 2 - Provision of out of hours on-call

Part 1 - Provision of spiritual, religious and pastoral care for Roman Catholic patients, relatives and staff

Core Values:

1. To have concern for the spiritual and pastoral care of the Catholic community in its diversity of cultures found within the Trust / hospice
2. To meet the Sacramental, Spiritual and Pastoral needs of Catholic patients, relatives, and staff as appropriate.
3. To partner with the Trust, especially the Chaplaincy Department to enable the delivery of a quality service.

Service Specification in meeting the Core Values.

1. To visit and support Catholic patients within the units on a regular basis.
2. To ensure that the Sacraments are available to those who require them.
3. To offer appropriate support to the patients, staff and family.
4. To offer appropriate pastoral care, where requested to the family and staff of a patient who has died in the hospital / hospice.

Part 2 - Provision of out of hours on-call

Core Values:

1. To provide on-call provision to meet the Sacramental, Spiritual and Pastoral needs of Catholic patients, relatives, and staff as appropriate when called.
2. To partner with the Trust/Hospice, especially the Chaplaincy Department to enable the delivery of a quality service.

Service Specification in meeting the Core Values

1. RC Priests must be appointed by the Bishop to share in the provision of an on-call rota for Catholic Chaplaincy at the Acute Hospital.
2. There should be at least a minimum of four RC Priests appointed by the Bishop for this rota.

3. To offer appropriate support to the seriously ill patient and family.
4. To offer appropriate pastoral care, where requested to the family of a patient who has died on a ward.
5. Though the Roman Catholic Chaplain employed by the Trust may participate in the generic on-call rota, they must be given sufficient time off and should therefore have at least four nights off-call a week. Other nights must be covered by the local priests.
6. To respond as requested in the event of a major incident in accordance with the Trust's Major Incident Plan.
7. The Chaplain (Roman Catholic) at the Acute Trust will coordinate the on-call rota and make this available for switchboard.

General Information for all RC Priests serving under this agreement

The Trust's Requirements and Responsibilities

1. RC priests must be appointed by the Bishop of the RC Diocese and appropriately approved by the Trust to provide this service.
2. The Bishop of the Diocese will give notice of any proposed change in appointment to the Trust's Chaplaincy Team Leader. Notice will normally be a month in advance unless circumstances prevent this.
3. The Roman Catholic Diocese of..... will be required to provide assurance that all priests serving under this agreement fulfil the NHS Employer Check Standards for employment as outlined on the NHS Employers website: <http://www.nhsemployers.org/your-workforce/recruit/employment-checks>
4. At any point the Trust may require evidence from the RC Diocese that each RC priest satisfies the above NHS Employer Check Standards, especially for DBS checks (Disclosure and Barring Service). This evidence must be provided by the Diocese within any timeframe determined by the Acute Hospital NHS Foundation Trust.

5. Each person appointed by the Bishop to serve under this SLA will meet with the Chaplaincy Team Leader to process occupational health check; obtaining a Trust badge and making arrangements for induction.
6. Each person appointed by the Bishop to serve under this SLA will meet with Trust's Chaplain (Roman Catholic) and the Lead Chaplain to complete an Induction Checklist before commencing duties and receiving a Trust badge.
7. Whilst on hospital premises the RC priests will wear their identity badge as provided by the Trust when visiting as part of this agreement. The holder is to be described as "RC Chaplain" (with name of relevant community unit) or "On Call RC Chaplain".
8. "On Call" priests are expected to respond to a call on the bleep / mobile phone within thirty minutes unless negotiated otherwise (it is recognised that there may be some delays due to parish duties). The hospital switchboard must be notified if there are expected to be any significant delays in responding to an initial call (i.e. a priest being unavailable to respond to bleep/mobile phone for more than 40 minutes when on duty under this SLA).
9. The Trust's Chaplain (Roman Catholic) will introduce new RC priests to the Trust.
10. The Chaplaincy Team Leader and Trust Chaplain (Roman Catholic) will give support to RC Priests under this agreement to assist in the delivery of an effective service. This will include the provision of appropriate patient information and referrals as well as the provision of bleeps / mobile phones to be shared between those on-call.
11. RC priests serving within this SLA and members of the Trust Chaplaincy Team will support each other to enable effective communication and delivery of spiritual and religious care.
12. RC priests serving within this SLA are required to attend an annual update meeting with the Trust's Chaplain (Roman Catholic) and to attend other meetings as reasonably requested and needed.
13. All RC Priests serving within this SLA will be required to meet the mandatory training standards for the Trust

14. RC priests serving within this SLA will comply with Trust standards such as relevant policies and procedures as well as personal conduct. These will be similar to those expected of Trust volunteers. Relevant policies and procedures include infection control and patient confidentiality. Expectations of personal conduct must be in line with the Trust Values.
15. RC priests serving within this SLA are accountable to the Bishop of the Diocese. The Chaplaincy Team Leader or another appropriate member of the Trust will contact him or the Bishop's Healthcare Adviser in the event of any issues or problem relating to this agreement or persons appointed.

Mandatory Training

1. RC priests serving within this SLA will complete essential training identified by the Chaplaincy Team Leader (i.e. infection control training, information governance etc.)
2. Those priests on the on-call rota will need to familiarise themselves with procedures for responding to a major incident. Information and support for this will be made available from the Chaplain (RC) based at the Acute Hospital.

Training Courses

RC priests providing this service are welcome to apply for a place on courses provided by the Trust appropriate to their responsibilities.

Ongoing Formation / Personal Development

Both the Diocese and the Trust encourage formation and development of knowledge and skills. Attendance on any appropriate external course should be agreed between the RC Priest and the Chaplaincy Team Leader.

Car Parking Permit

An appropriate permit will be arranged as appropriate subject to current Trust policies and procedures.

Hours

1. The basic hours for RC Priests at,....., and..... are at least 55 minutes / week.
2. RC Priests will keep a record of all call-outs to the hospital/unit including the location and duration of the call-out. This information will be made available to the Lead Chaplain and RC Chaplain.
3. It is understood that RC priests serving within this SLA may not be able to put in basic hours during holiday periods but a 24 hour on call service will be maintained throughout the year.
4. It should be borne in mind that priests who have been called out , out of hours, will need to be given toil arrangements for rest and recuperation and to comply with the Working Time Directive.

Duration and Payment

This agreement will be in operation for the period from with an annual review. This review should take place between the RC Diocese Healthcare Bishop's Advisor and the Trust's Chaplaincy Team Leader acting under delegated powers.

This agreement may be revised / reviewed as needed by the Trust.

The Trust will pay the Diocese the sum of £..... per annum (subject to review as described above). This sum is based on the equivalent salary level of an Agenda for Change Band 6 position.

The sum above will annually take into account relevant national pay awards and incremental scale for a Band 6 position to be applied annually with each review and new agreement.

Payment will be quarterly on presentation of the Diocese's invoice and subject to review as needed during the year.

Sample Template for Service Level Agreement Example 2

A Service Level Agreement between [Insert name of organization] and The Diocese of for the financial year 20.. to 20..

1. Introduction

- a) This agreement is made between The (The Trust / Hospice) and the Diocese of (The Diocese) relating to the provision Roman Catholic Chaplaincy and/or “out of hours on call provision” to the Hospitals on at
- b) The provision required is:
 - hours per week to theSite
 - hours per week to theSite
 -Sessions on-call

This gives a total of:

- hours per week to the whole Trust

b) This is a **one year** arrangement and equates to whole time equivalent staff members.

2. The Role

The Diocese will provide suitably qualified and experienced personnel who will:-

- a) have overall concern for the spiritual and pastoral care of the Roman Catholic community in its diversity of cultures found within the Trust.
- b) meet the Sacramental, Spiritual and Pastoral needs of all Roman Catholic patients, relatives, and staff .
- c) give spiritual care to all people, by meeting with concern and compassion patients and staff of other faiths and belief communities as appropriate.
- d) offer Mass and other liturgies and services of the Roman Catholic faith as appropriate.
- e) visit and support Roman Catholic patients on the wards.
- f) support those relatives and staff who have requested the ministry of a Roman Catholic Chaplain.

- offer appropriate pastoral care, where requested, to the bereaved.
- g) be an advocate for the patient if appropriate.
- h) be available to staff who may need confidential support.
- i) co-ordinate and organise the pastoral work of Roman Catholic volunteers within the Chaplaincy team.
- j) assist in the training of staff, students and volunteers as appropriate.

3. The Trust's Requirements

In order to fulfil this Service Level Agreement:

- a) The Diocese must provide personnel on-site to cover the agreed number of hours each week of the year. This SLA makes **no provision for annual leave, study leave or sick leave** for the personnel fulfilling its duties
- b) The Chaplaincy service may be provided by a Priest, deacon and/or Religious or Lay person as deemed appropriate by the Bishop of the Diocese
- c) The Diocese must give a minimum of one month's notice of any change in appointment to the Trust's Chaplaincy Manager
- d) Staffing of the SLA will be by agreement between the Trust and the Diocese.
- e) All personnel fulfilling this SLA must have health clearance from the Trust's Occupational Health department and a clear enhanced DBS check
- f) All staff fulfilling this SLA will comply with the Trust standards for training and induction
- g) Upon health and DBS clearance a Trust Identity badge will be issued which must be worn at all times when on Trust premises
- h) The Trust requires Chaplains and "On Call" Chaplains to disclose any contact with a notifiable disease to the Occupational Health Department as soon as possible. Details of notifiable diseases are available from that department and the Chaplaincy Manager will ensure that those details are given to a newly appointed Chaplain.
- i) The Roman Catholic Chaplain must ensure that all chaplains who are part of the on call rota complete DBS forms and liaise with the Human Resources Department to process them before Trust Identity badges are issued
- j) Prior to appointment, the Catholic Chaplain will interview volunteers, and ensure appropriate endorsement by their local parish priest

- k) On-Call Chaplains, in line with the Chaplaincy Departmental Standards, are required to arrive at the hospital in response to a call on the mobile phone or pager within an agreed timescale and must be available to respond.
- l) Catholic Chaplains are accountable to the Bishop of the Diocese, but will work in line with Trust policies and procedures. The Chaplaincy Manager will contact the diocese in the event of any issue relating to the Catholic Chaplains.
- m) The Roman Catholic Chaplain or designated person will facilitate the provision of an on-call rota
- n) Appropriate and timely records of contacts will be maintained
- o) All Departmental Standard Operating Procedures and Trust Policies must be adhered to
- p) Roman Catholic Chaplains are expected to attend 1 to 1 meetings as deemed appropriate
- q) Both the Diocese and the Trust encourage formation and development of knowledge and skills. Attendance on any appropriate external course should be agreed between the Chaplain and the Chaplaincy Manager. Whilst on such a course, the Diocese will provide personnel for on-site cover for the Chaplain's absence

4. Facilities provided by the Trust

Use of local facilities should be determined as part of the SLA for example.....

- a) a mobile phone or pager for the use of each Chaplain will be provided for trust duties.
- b) access to secretarial service as currently provided.
- c) a list of all Catholic patients in the hospital.
- d) a shared furnished office with computer and telephone will be available.
- e) use of the general accommodation and equipment in the Chaplaincy Department.
- f) Appropriate use of the chapel or multi-faith area for worship and facilities for the reservation of the Blessed Sacrament all wine, wafers, candles, missals, chapel furnishings, silver vessels, tabernacle and any other artefacts required for use in public and private worship.
- g) visiting cards, leaflets and prayer booklets for use on wards as agreed with the Chaplaincy Manager as budget holder.
- h) Car parking

5. Duration, Hours and Payment

This agreement will be in operation for the period from **until**

This agreement will be reviewed annually

The Trust will pay the Diocese the total sum of £..... per annum. (Calculation made at the top incremental point of a Band 6 with the expectation that personnel provided by the Diocese will meet the Catholic Endorsement guidelines). VAT or other taxes **may not** be added to this agreement.

Payment will be made on presentation of the Diocese's invoice each quarter or as agreed.

This agreement is made on behalf of The Trust and the Diocese by:-

Trust Representative

Signature
Name (print)

Position in Trust

Date

Diocesan Representative

Signature

Name (print)

Position in Diocese

Date

