

# Pastoral Care Coordinator report to the Oversight Committee

Report November/ December/January 2023-2024

## 2024 Priorities from Leadership Planning Day January 9<sup>th</sup> 2024

### Service Coordination

Our primary purpose: *Members of the Pastoral Care Service at the Toowoomba Hospital offer with respect -emotional, pastoral, practical, sacramental and spiritual support to patients, families, friends and staff.*

### Action Plan

Commissioning Service arrangements / Education & Nurture Days (April, June, Sept) / Catholic Ethos Day/ Pastoral Carer Support Sessions / Mentoring program – need for review / Survey Monkey – training for Steve, Debbie, & Lynn / CPE Students / Fund raising / Leadership retreat – August / Budget / Recruitment strategy / Volunteer induction / After hours phone / Volunteer ward allocation – filling the gaps.

### Ward Visits

#### Statistics

See attached

### Adopt a ward initiative

We have asked volunteers to ‘adopt’ a ward for their weekly visits so that we can see where the gaps in service might be. This initiative also asks volunteers to get to know their ward staff, ward culture, milestones for celebrations etc. This is not the only ward they can visit but it is their home ward.

### Voluntary Assisted Dying

After a recent pastoral encounter a volunteer had with a patient who disclosed they were on the VAD pathway I discussed the matter with the leadership team and then with the VAD Coordinator to ensure that we are communicating effectively and all pastoral carers know the boundaries of our obligations under VAD Legislation. We have help VAD professional development but since then we have new volunteers and this is one area where we need ongoing professional development. We are now keeping a confidential record of all pastoral encounters with VAD pathway patients and patients who request information on VAD. The issue was canvased in the first edition of the Carer Newsletter.

### Communications

#### The Carer

We intend to publish updates more regularly in 2024, however, the amount of content in each issue will be less than what was provided when we published the

# Pastoral Care Coordinator report to the Oversight Committee

Carer on a seasonal basis. We hope to provide relevant, current and useful information that readers can appreciate and share with others. The first edition was published in January.

## **Volunteer Information Updates**

Volunteer information updates are generated in response to volunteer requests for information to guide them in their professional practice, to inform them of policies and procedures relevant to their pastoral care of patients in the DDHS context and to keep them abreast of any changes to procedures, advice on the pastoral care practice as appropriate for their context.

## **After Hours Phone**

We are planning a workshop in February for those who are interested in doing service by being on the after-hours phone roster on a weekend. Previously, paid pastoral carers have been doing seven days a month on the phone and this is proving a huge burden, especially as our staffing is being reduced significantly. We are asking volunteers to come forward to be available to take the phone on a weekend once a month or whatever they can offer.

## **Staffing**

### **Onboarding new volunteers**

I now have access to the system where I can submit criminal history and Blue Card checks for volunteer applicants. This has reduced the turnaround on this process to one or two days.

I also have privileges in the system that allow me to give volunteers access to the Mandatory Training Modules. This is another efficiency measure.

### **Changes to staff 2024**

- Jenny finishes with us on the 19<sup>th</sup> of March when she goes on recreation leave before taking up her new position in Longreach
- Nicole is taking long service leave for three months beginning 10<sup>th</sup> April. Discussions are ongoing as to what support from the Diocese we might be afforded during her absence.
- Peter Mayen has been given an additional 4hrs per week to cover his participation in taking the after-hours phone for a period each month. Many thanks to Stephen Harrison's support for this important aspect of our service.
- The Emergency Department position finished in October 2023 and the application for a new

Stephen Harrison's report on the Summit

**See attached**

# Pastoral Care Coordinator report to the Oversight Committee

## **Volunteers**

We have one new volunteer (Kath Warner) who has had her interview and is ready to start in February.

## **CPE**

Four CPE students are starting their practicums this week ( 5<sup>th</sup> February)

It was a great help to get approval to submit criminal history and Blue Card checks myself. Results for all students took only a day to be processed. There is currently a bottleneck getting these students ID Badges and hence security access cards. Three of the four students attended an orientation morning on Monday 5<sup>th</sup> Feb. All four students will attend their onboarding interview with the Director of Nursing Patient Flow on Wednesday & Thursday 7<sup>th</sup> & 8<sup>th</sup> Feb.

The Access License between the DDHS and QICPE was renewed on 1 Jan 2024 for three years.

The QICPE Insurance certificates of Currency for CPE were also completed in December.

Jenny's communication to the UCA Presbytery regarding support for CPE students.

## **Committee Memberships**

- Vulnerable Persons Committee
- Mortuary Committee
- Eat Walk Engage Committee
- Volunteer Management Procedure Review process (Collaboration with THF)
- Heroes for Zero Suicide Prevention Initiative

## **Regional issues**

No pastoral care provision in Kingaroy – mentioned to Manager of Volunteer Service THF during recent visit.

Updating contacts throughout February.

Considering online meetings to support rural pastoral carers.

THF Volunteer Manager has offered to provide transport should we wish to collaborate with a 'tour' of rural sites.

## **Initiatives**

**Commissioning Service** 12<sup>th</sup> Feb. (Nicole – draft service booklet)

# Pastoral Care Coordinator report to the Oversight Committee

## Education & Nurture Days

Dates for the 2024 Education & Nurture days are as follows:

- April – 10th Theme – Prayer
- June – 19<sup>th</sup>
- September – 4th

All days will be held at St Bart's in Stenner Street Toowoomba. We are thankful for the support of the Toowoomba Hospital Foundation for their generous support of our education programs.

Continuous education is part of being a pastoral carer: "One aspect of being a professional of any sort is one's commitment to life-long learning. We get our foundation qualification and that gives us entrance into the profession of choice. Once in that profession, we are expected to complete further education and engage in a process of continual renewal by keeping abreast of how our profession is evolving."

"We are interested in building a community of pastoral carers who want to share their experience, strength and hope as practitioners of an ancient art form. By sharing our growth with each other we ensure that we are building capacity for the future."

## Pastoral Care Support Provisions

Joanne Anderson facilitated her first session with pastoral carers today (6<sup>th</sup> Feb). Invitations to attend were extended to pastoral carers from outside of the Toowoomba Hospital. This was a well-attended session and a warm welcome was extended to Joanne as she was introduced to a new project in her busy life of promoting spiritual growth across multiple faith communities.

## Mentoring

As in previous years we will be conducting a mentoring program in 2024. This part of the multilevel support we provide for volunteers in their professional pastoral care role. We are just finalising the mentor list and once this is done you will be asked to nominate a mentor, sign the mentor / mentee agreement and make arrangements for meeting with your mentor.

The role of the mentor is primarily to support and encourage the one being mentored, as a person who offers Pastoral Care. Ideally the mentoring relationship will be one in which the mentor acts as a mirror. The primary responsibility is on helping the person being mentored to process what is happening to them.

The person being mentored is responsible for raising issues, concerns or problems and for coming to their own solutions to problems and questions. The mentor's aim is to help expand the person's ability to clarify the issues.

Therefore the purpose of mentoring is:

- To monitor and ensure the welfare of the people being mentored;
- To promote the development of the professional competence and identity of the people involved in mentoring;

# Pastoral Care Coordinator report to the Oversight Committee

- To ensure adequate time is allowed to debrief after visitation sessions;
- To seek to create an atmosphere of openness, competence, comfort and attentiveness.

Hence mentoring involves support and encouragement, with a view to:

- Help increase and integrate professional knowledge and applied skills;
- Explore values and beliefs;
- Encourage ethical behaviour (doing no harm);
- Developing a sense of ongoing collegial and professional support (one of a team);
- Providing a forum for discussion.

(Taken from the DDHHS Pastoral Care Service Toowoomba Mentoring Guidelines Resource)

## **Well Singers**

The first session was conducted on Friday 2<sup>nd</sup> Feb. Thanks to Louise for her ongoing generous support and enthusiasm.

## **EAT Walk Engage (EWE)**

Wednesday sessions in the garden with pastoral care support and hospitality. We have received wonderful positive feedback about our collaboration with the EWE team.

## **Rock of Remembrance**

The new brochure is in production with our input. It includes the Pastoral Care logos for St Vincent's and Darling Downs HS.

## **Organ Donation Memorial Service**

We are meeting with Liz Hill the coordinator of the organ donation program at the Toowoomba Hospital on the 7<sup>th</sup> of February to discuss the memorial service that our team supports through our liturgical skills.

## **Events**

Commissioning Service 12<sup>th</sup> February Middle Ridge Uniting Church 1:30pm

## **Budget**

**DDF Ecumenical Account** Credit balance as at 31<sup>st</sup> January 2024 \$5151.76

Cash on hand to be banked \$445

New Credit balance \$5596.76

Revisit the after-hours phone budget and policy to consider financial incentives for volunteers who offer to be rostered on the after-hours service. The current policy does not reflect the demand that this service places on those who generously give of their time and skills. The primary burden of the service has fallen to paid pastoral

# Pastoral Care Coordinator report to the Oversight Committee

carers who have already worked full working weeks and who then remain on call for three nights of a weekend. This is not a sustainable option and is not in keeping with managing fatigue and workplace health and safety principles. We need to attract more volunteers to this service and we need to offer a reasonable financial incentive for them to participate.

The current 2024 budget has allocated \$300 for the maintenance of the after-hours phone service. This amount is far from adequate to sustain this service. People put their lives on hold while they are rostered to be available at short notice to attend to patients, their families and staff. Weekend call-ins are usually for critical care, emergency department, and palliative care cases. These can be highly complex pastoral care encounters that require advanced pastoral care skills.

## **DDHS Cost centre**

Proposal to be put to the Executive Director to establish the Well Singers initiative as a project with a budget to cover annual cost for copyright coverage and incidentals. (\$150) Once approved as a project there should be fewer delays in getting invoices paid.

## **Toowoomba Hospital Foundation**

THF Pastoral Care – Education Credit balance as at 31/10/2023 \$3193.68

Pastoral Care Fund Credit balance as at 31/10/2023 \$8748.53

# Pastoral Care Coordinator report to the Oversight Committee

## Selection and Credentialing Process

Coordinators are responsible for appointing spiritual care members



Candidates register their interest with the Spiritual Care Coordinator

Applications should include **relevant qualifications and a letter of endorsement** from a faith leader of their religion/denomination



Coordinator conducts interviews and completes credentials checks, referee checks (including liaison with QMHCC to review members eligibility and credentials)



Candidates receive written advice of the outcome



Coordinator (HHS Line Manager) undertakes mandatory screening checks for successful members, including Blue Card and criminal history checks



Ensure all vaccinations are up to date

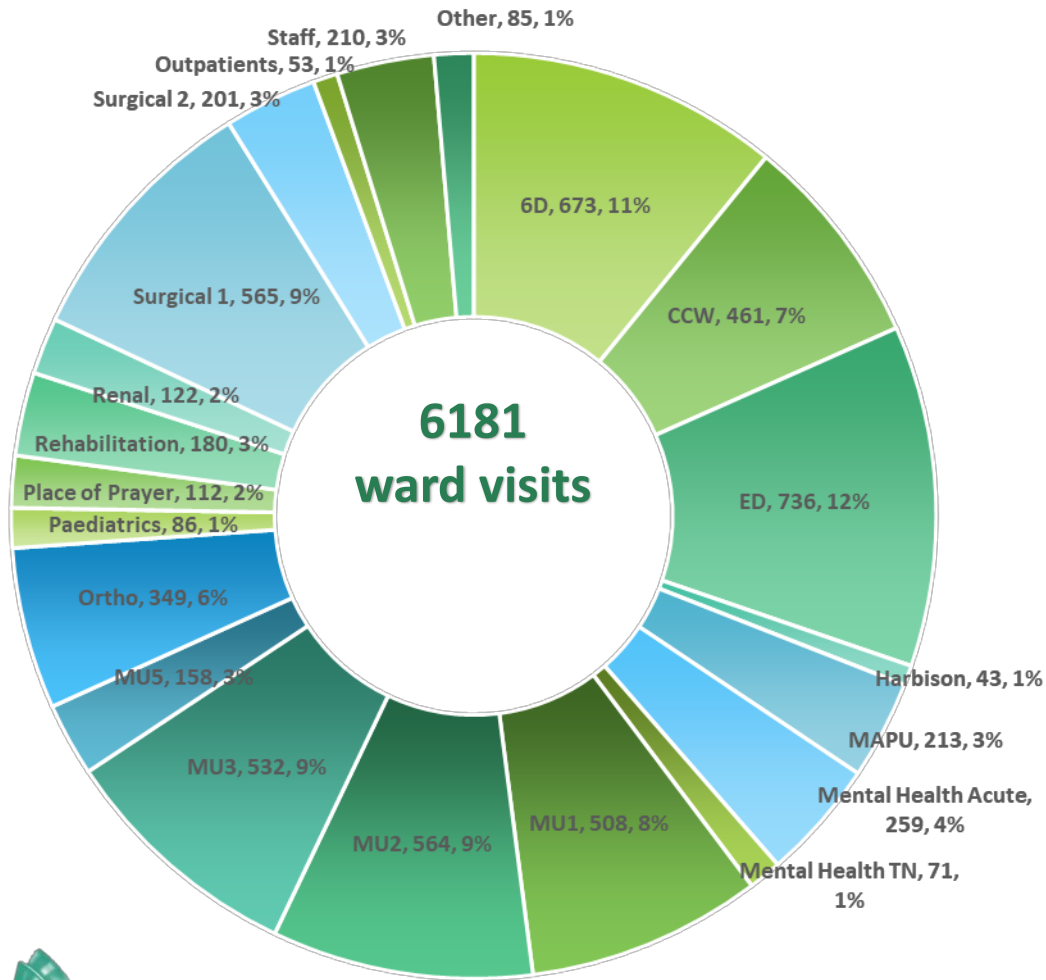
As per the Vaccine Preventable Disease Screening for Contractors, Students and Volunteers Health Directive



Successful members complete relevant orientation and local induction training as directed by local QH facility

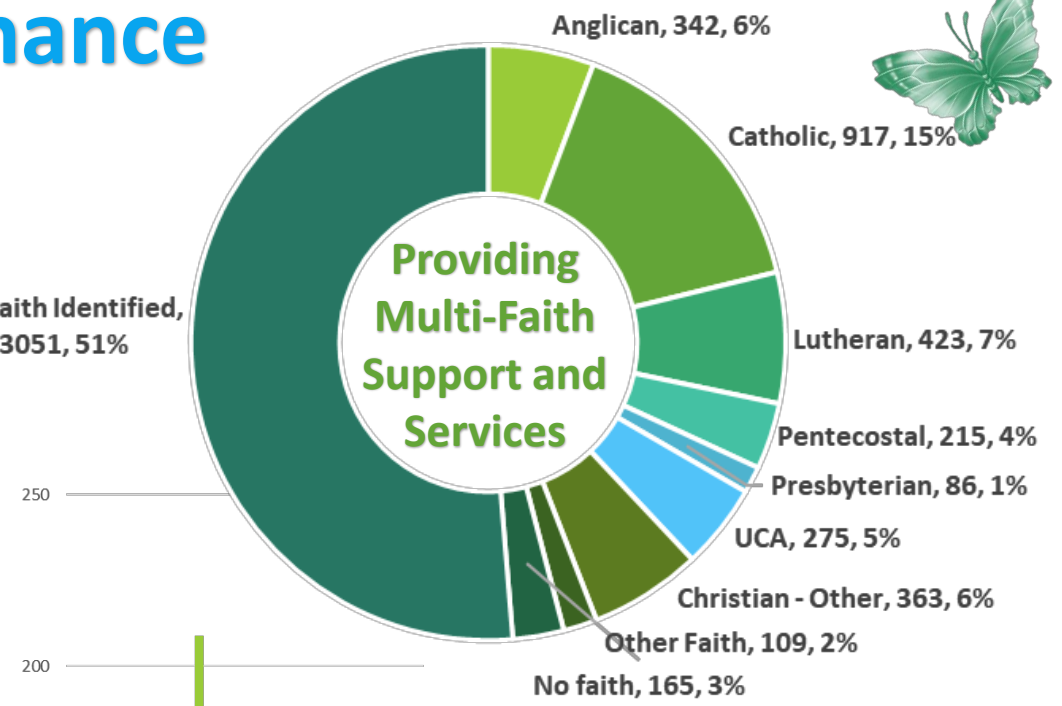
Coordinator ensures all successful members are aware of their obligation to complete mandatory training annually as per QH policy

# Summary of Performance 2023



The team spent **2566 hours** in direct client contact

**Referrals: Part of the Multi Disciplinary Hospital Team**  
 909 Follow-ups by Pastoral Carers



**543 items of Emergency clothing or underwear provided**

**132 After hours calls**

**5946 people seen including 5563 patients**

