

**Reference Number:** FOIAH2324/011  
**From:** Private Individual  
**Date:** 11 April 2023  
**Subject:** Chaplaincy service provision

**Q1** Can you provide a copy of the "role description" and "person spec" for each of your chaplaincy staff, paid and unpaid. This can be anonymised. We need the Role Description and their banding per role, not individual information by name.

**A1** Please see attached for the following documents:

- [Band 7 Lead JD](#)
- [Band 6 Chaplain JD](#)
- [On Call Chaplain JD](#)

**Q2** How many Adult, Paediatric, Intensive Care and Palliative Care beds do you have for inpatients each year?

**A2** [21 PICU beds, 247 beds in total in the trust.](#)

[We had 89,900 bed days for paediatric & PICU Inpatients for the last 12 months.](#)

[Please note, Alder Hey Children's NHS Foundation Trust is a specialist children's hospital and does not provide services to adults. Therefore, these figures are regarding paediatric beds.](#)

**Q3** How many patient deaths do you have by Adult, paed, Intensive Care and Palliative Care?

**A3** [We had 57 deaths in the last 12 months on Paediatric & PICU](#)

[Please note, Alder Hey Children's NHS Foundation Trust is a specialist children's hospital and does not provide services to adults. Therefore, these figures are regarding paediatric patients.](#)

**Q4** Do you provide a 24 hour, 7 days a week service for Chaplaincy?

**A4** [Yes](#)

**Q5** Is this organised by faith group or is it "generic" chaplaincy service?

**A5** [Generic](#)

**Q6** What staffing do you have for Christianity, Islam, Judaism and other faiths? What are their Working Time Equivalent for each group?

**A6** [We only have Generic, unless specifically requested via on call](#)

- Q7 How many volunteers does your services have and what are their average hours?
- A7 9 volunteers, with an average of 2/3 hours per week
- Q8 What Chaplaincy provision do you have specifically for children and families? (paeds services, not adult health services)
- A8 All Paediatrics
- Q9 What is the cost of staffing of your service?
- Q9 1x Band 7 (90%), 1x Band 6, 128 hours on call per week at governing agreed rate.
- Q10 What is the cost of non-pay for your service?
- A10 This is variable but less than £2k per annum

# **Job Description**

**JOB TITLE:** Chaplain  
**DEPARTMENT:** Spiritual Care  
**REPORTS TO:** Spiritual Care Manager

## **JOB SUMMARY**

The post holder will be a part of the Spiritual Care Team with the responsibility of ensuring that the spiritual health needs of carers, relatives, staff and all service users are met.

In order to meet these needs the post holder will:

- Play a full part in providing a generic spiritual health service.
- Assist in providing an on-call service as required, in order to maintain 24/7 cover.
- Collaborate with bereavement services, local clergy and representatives of other faith communities as necessary.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Communication and Relationship Skills:**

- To communicate empathically with service users, relatives and staff, at all times.
- To use a variety of communication skills dependent upon the circumstances.
- To ensure appropriate spiritual support to the bereaved and those who are in distress.

### **Knowledge, Training and Experience:**

- To be equipped, through training and/or experience, to be confident in providing generic spiritual care to service users, relatives and staff including care of the dying and the bereaved.
- To raise awareness of spiritual health issues with staff when appropriate.
- To assist in organised training around issues of children's dying, death and funerals.
- To assist colleagues, clergy and other religious leaders in the pastoral and spiritual care of their community members while in hospital, or following the death of a child.
- To understand the law relating to post-mortem procedures and the registering of a death, in order to assist parents and families when required.
- To be responsible for identifying personal training and development needs.

### **Analytical and Judgement Skills:**

- To communicate appropriately with due regard to confidentiality
- To work with care staff to meet the spiritual health care requirements of service users, carers and relatives, and to intervene appropriately.

- To be available to staff, service users, carers and relatives to discuss spiritual needs and issues.
- To make constructive suggestions as to how services can be improved for staff, users and the public.

### **Planning and Organisational Skills:**

- To take part in the planning of regular trust-wide and public services, staff memorial services, funerals for deceased patients as required.

### **Responsibility for Patient/Client Care:**

- To provide support for service users, relatives and staff by regular pastoral visiting within all areas of the hospital.
- To respond to the practical, spiritual and ethical needs arising from the impact of illness, death, dying and loss upon individuals and families.

### **Responsibility for Policy and Service Development**

- To contribute, with suggestions as appropriate, toward a cohesive and comprehensive spiritual and pastoral care service for the Trust.
- To be aware of Trust policies, and also to evaluate compliance with regard to Equality and Diversity requirements.

### **Responsibility for Financial and Physical Resources**

- To assist in the care of the chapel, quiet room and furnishings.

### **Responsibility for Human Resources**

- To assist in the delivery of specialist training around spiritual care issues, religious and faith needs, multi-cultural issues as required.
- To help to meet the religious and spiritual needs of staff, of whatever faith or of none.
- To provide on ward advice as necessary with regard to cultural and religious needs and with regard to spiritual care awareness also. .
- To identify, suitable volunteers for Spiritual Care duties.

### **Responsibility for Research and Development**

- As required, to assist in the provision of audit information.

### **Freedom to Act**

- Freedom to initiate action in accordance with the aims of the Spiritual Care department, and within the boundaries of Trust policies

## **Mental & Emotional Effort**

- To be committed to own professional and spiritual development.
- To be able to minister with integrity and respect to others who have a different philosophy, belief and value system.
- To offer pastoral support to service users, families and carers who are experiencing distress, where appropriate.
- To be competent to work with complex needs and behaviours of service users, relatives and staff
- To handle unpredictable, very intense and highly distressing and emotional circumstances concerning the sudden or traumatic illness or death of young children.

## **Working Conditions:**

- To be able to work in conditions which are occasionally physically unpleasant, notably when working in the Bereavement Suites.
- Occasionally to manage verbal aggression from patients, relatives / carers or family members.
- To accompany and provide support for relatives in the viewing of deceased patients taking into account Trust guidelines on risk management, bereavement pathway, and care of the dying.
- To be prepared to work an on-call rota as required.

### **1. General**

This job description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time after consultation with the post holder. The duties listed above may change over time and additional duties may be required appropriate to the pay band of the post.

Alder Hey Children's NHS Foundation Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Staff have a responsibility to ensure they are aware of specific duties relating to their role and should familiarise themselves with the Trust's safeguarding and child protection procedures, regular safeguarding and child protection training updates are mandatory for all staff

All individuals will have some risk management responsibilities with which you are required to comply, for details of your responsibilities please refer to the current Risk Management Strategy, which is available on the intranet and in the local strategies folder.

All staff have a responsibility for Data Quality. This will vary according to individual job roles in line with the Trust Data Quality Policy and Data Quality Strategy.

It is the responsibility of all staff to recognize their role in maintaining a safe environment for patients, visitors and staff; to minimize the risk of healthcare associated infection. Employees are responsible for ensuring that they are fully aware of the Trust's infection prevention and control policies, the post holder will undertake infection control training as required by the position.

The Trust is committed to developing an environment that embraces diversity and promotes equality of opportunity.

Alder Hey Children's NHS Foundation Trust is committed to supporting all staff to balance work and other life needs. This is the responsibility of all employees and will be achieved by consultation, open communication and involvement of all team members. The Trust operates a Flexible Working Policy that is available to all staff.

## PERSON SPECIFICATION

**JOB TITLE:** Chaplain

CRITERIA	ESSENTIAL/DESIRABLE
<p>Qualifications:</p> <ul style="list-style-type: none"><li>To be in good standing with his/her faith community</li></ul>	<p>E</p>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"><li>To possess a sound knowledge of non-religious philosophies and practices and to be able to apply this in a variety of circumstances</li><li>To possess a sound knowledge of the practices, traditions and beliefs of the major world faiths.</li><li>To possess a sound knowledge and understanding of the complex pastoral spiritual and religious needs of patients, relatives / carers and staff.</li></ul>	<p>D</p> <p>D</p> <p>D</p>
<p><b>Experience:</b></p> <ul style="list-style-type: none"><li>Specific training for ministry within the disciplines of their own faith tradition</li><li>To have experience of working within Health and social care Chaplaincy.</li><li>To have proven pastoral/counselling skills.</li></ul>	<p>D</p> <p>D</p> <p>D</p>

<p><b>Physical Skills and Ability:</b></p> <ul style="list-style-type: none"> <li>• Physically able to sustain the effort required for the combined activities of sitting, standing and walking during visits.</li> <li>• Required to sustain an unpredictable working pattern due to unexpected events (sudden death/trauma)</li> <li>• Required to sustain own spiritual discipline.</li> </ul>	<p>E</p> <p>E</p> <p>E</p>
<p><b>Mental Effort</b></p> <ul style="list-style-type: none"> <li>• Required to sustain the mental effort and concentration levels required for counselling &amp; Pastoral support.</li> <li>• Ability to deal with unpredictable work patterns, often due to unexpected incidents.</li> </ul>	<p>E</p> <p>E</p>
<p><b>Emotional Effort</b></p> <ul style="list-style-type: none"> <li>• Ability to offer support to staff, service users, carers and families who are bereaved.</li> <li>• Ability to deal with affected individuals following serious incidents. E.g. suicides, sudden death, violent incidents etc.</li> <li>• Frequently dealing with stressful and distressing situations.</li> </ul>	<p>E</p> <p>E</p> <p>E</p>
<p><b>Personal Qualities:</b></p> <ul style="list-style-type: none"> <li>• Team player</li> </ul>	

<ul style="list-style-type: none"><li>• Flexible</li><li>• Personable and approachable; able to deal with differences of opinion in an equitable and objective manner</li><li>• Committed to individual's rights in expressing spirituality through all faiths and none</li><li>• Committed to Equality &amp; Diversity.</li></ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
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# **Job Description**

<b>JOB TITLE:</b>	<b>Lead Chaplain and Spiritual Care Manager</b>
<b>GRADE:</b>	<b>Band 7 (National Profile)</b>
<b>DEPARTMENT:</b>	<b>Spiritual Care</b>
<b>REPORTS TO:</b>	<b>Director of Nursing</b>

## **JOB SUMMARY**

The post holder will be the programme lead for spiritual health ensuring that the spiritual health needs of staff, service users, carers and relatives are met.

In order to meet the needs of staff, service users, carers and relatives the post holder will:

- Develop, manage and maintain a comprehensive multi-faith spiritual health service.
- Identify, train and supervise suitably qualified duty chaplains to provide on-call services as required, in order to maintain 24/7 cover.
- Continue to develop collaboration with bereavement services, local clergy and representatives of other faith communities
- Provide spiritual resources and other services to meet the spiritual health needs of staff, service users, carers and relatives.
- Ensure provision of multi-faith education for Trust staff on spiritual health and faith issues.
- Be a chaplain for the Trust, specialising in own faith
- Act as the Staff Advocate for Religion and Belief in accordance with the Trust's Single Equality Scheme.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Communication and Relationship Skills:**

- To communicate clearly and empathically with staff, service users, carers and relatives at all times, and when dealing with sensitive and contentious information
- To use a variety of communication skills dependent upon the circumstances
- To ensure appropriate spiritual support to the bereaved and those grieving.
- To have a sound understanding of the complex network of communications within the Trust and local community, and to be able to work confidently within them.

### **Knowledge, Training and Experience:**

- To ensure provision of, and provide, specialist direct training and advice to health staff in the generic spiritual care of staff, service users, carers and relatives including care of the dying and the bereaved.
- To raise awareness of spiritual health issues with staff when appropriate.
- To plan and organise training for local clergy/readers around issues of children's dying, death and funerals.
- To assist and advise colleagues, clergy and other religious leaders in the pastoral and spiritual care of their community members while in hospital, being mindful of NHS rules of confidentiality.
- To assist and advise clergy as required, following the death of a child.
- To understand the law relating to post-mortem procedures and the registering of a death, in order to assist parents and families when required.
- To be responsible for reflecting on and planning own training and development needs.
- To have knowledge of a range of religions and spiritualities, plus hospital related procedures, acquired through degree level training and Paediatric hospital experience.

### **Analytical and Judgement Skills:**

- To assist staff in making appropriate intervention in relation to the spiritual health needs of patients and their relatives or carers.
- To be aware of the impact that spiritual health can have on patients, their families and carers.
- To make interpretations, comparisons and evaluations about a range of options relating to both complex multi-cultural issues and to spiritual health available to staff, service users, carers and relatives and to communicate these appropriately.
- To develop and maintain collaborative work with local clergy / faith leaders, care staff and managerial staff in the spiritual health care and requirements of staff, service users, carers and relatives.
- To contribute to the spiritual health and social care of patients by means of multi-disciplinary meetings.
- To act as the Staff Advocate for Religion and Belief in accordance with the Trust's Single Equality Scheme.

### **Planning and Organisational Skills:**

- To be responsible for the managing and development of a spiritual health service for the Trust.
- To provide for the religious and spiritual needs of staff, service users, patients, carers and relatives as appropriate.
- To facilitate, co-ordinate and liaise with staff members as appropriate and representatives of other Faith Communities, in accordance with the aims of the Trust's Single Equality Scheme.
- To identify, train, organise and supervise suitably qualified Duty Chaplains to provide on-call services as required, in order to maintain 24/7 cover, and also to identify, train and manage selected volunteers for Spiritual Care duties.
- To take responsibility for the planning, provision and maintenance of multi-faith prayer facilities, and for liaison with leaders and representatives of other faith communities on a range of complex matters

### **Responsibility for Patient/Client Care:**

- To be responsible for the management and development of a spiritual health service for the Trust.
- To provide support for staff, service users, carers and relatives in understanding and articulating their pastoral and spiritual needs and to identify resources to address them
- To respond to the practical, spiritual and ethical needs arising from the impact of illness, death, dying and loss upon individuals and families.
- To ensure provision for appropriate regular pastoral visiting within the hospital.
- To provide support to services, especially during particularly stressful times.
- To make referrals to other professionals / local community faith leaders as appropriate, being always mindful of NHS rules of confidentiality.

### **Responsibility for Policy and Service Development**

- To contribute to the implementation of proposals and actions from the Trust Single Equality Scheme that relate to spiritual health and social care.
- To develop and manage a cohesive and comprehensive spiritual & pastoral care service for the Trust
- To interpret national guidelines for NHS Chaplaincy services E.g. “NHS Chaplaincy: Meeting the religious and spiritual needs of patients and staff”, “Caring for the Spirit” etc.
- To contribute to existing Trust policies as appropriate.
- To interpret new and emerging policies and to offer propositions and guidance to ensure both appropriate Trust implementation, and also compliance with the Trust’s Single Equality Scheme.
- To be aware of performance measures in relation to chaplaincy and spiritual health and social care. E.g. Standards for Better Health.

### **Responsibility for Financial and Physical Resources**

- Authorised signatory for the Chaplaincy/Spiritual Care budget
- Authorised signatory for the Chaplaincy Charitable Fund account
- Responsibility for authorisation of on-call payments to all Duty Chaplains
- Authorised signatory for staff and volunteer travel claims.
- Management and planning of expenditure budget assigned to Spiritual Health and Chaplaincy work
- To be responsible for the care of the prayer room and multi-faith room and furnishings.

### **Responsibility for Human Resources**

- Identify, develop, maintain and manage a team of Duty Chaplains and deliver to them specialist training around spiritual health issues, religious and faith needs, and hospital procedures.
- To be a resource to provide specialist training for all staff on spiritual care and chaplaincy matters.
- To be a resource to provide specialist training for other members of the Spiritual Care team, and all staff, in understanding multi-faith needs and concerns regarding service provision.

## **Responsibility for Research and Development**

- As required, provide audits on service provision
- Research models of practice for spiritual health and social care.

## **Freedom to Act**

- Initiate and be responsible for development of service within the parameters of national standards, Trust policies for Human Resources, Health & Safety and Equality & Diversity, Risk Management etc.
- Take a professional lead of provision of spiritual care across the Trust.
- Work Independently
- Responsible for initiating action around the development of spiritual care services.
- Understand the College of Health and social care Chaplains Code of Conduct
- Abide by the guidelines of faith community as appropriate to own faith.

## **Mental & Emotional Effort**

- To be committed to own professional and spiritual development, supported by professional supervision and/or spiritual direction
- To engage in consistent reflective practice
- To be able to minister with integrity and respect to others who have a different philosophy, belief and value system
- To offer pastoral support to service users, families & carers who are experiencing distress, where appropriate.
- To frequently work with complex needs and behaviours of staff, service users, carers and relatives.
- To work to an unpredictable working pattern due to unexpected deaths and with frequent unexpected interruptions.
- To handle frequent, very intense and highly distressing and emotional circumstances concerning the sudden or traumatic illness or death of young children.
- To be the buffer for the emotions of family members when all else has failed, and God's 'representative' alone becomes the focus of blame and aggression.

## **Working Conditions:**

- To be able to work in conditions which are occasionally physically unpleasant
- To manage verbal aggression from patients, relatives / carers or other members of the public as circumstances require
- To support the families of service users.
- To accompany and provide support for relatives in the viewing of deceased patients taking into account Trust guidelines on risk management, bereavement pathway, and care of the dying.
- To be able to handle exposure to other unpleasant working conditions and verbal aggression and challenging attitudes from patients' family members unable to cope with grief situations.
- To work effectively both alone and as part of a busy team, maintaining an awareness that supporting Bishops consider the level of stress and anxiety present in this particular Chaplaincy position, due to it's Paediatric nature, to be far in excess of any other Chaplaincy positions locally within the NHS.

## PERSON SPECIFICATION

**JOB TITLE:** Spiritual care Co-ordinator

CRITERIA	ESSENTIAL
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• To be a recognised, accredited faith leader or possess equivalent experience.</li> </ul>	<p>✓</p> <p>✓</p>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• To possess specialist knowledge across the wide range of spiritual and pastoral provision which is underpinned by sound theological knowledge, training and experience.</li> <li>• To possess a sound knowledge of non-religious philosophies and practices and to be able to apply this in a variety of circumstances</li> <li>• To possess an in-depth knowledge of their own faith community</li> <li>• To possess a sound knowledge of the practices, traditions and beliefs of the major world faiths.</li> <li>• To possess a sound knowledge and understanding of the complex pastoral spiritual and religious needs of patients, relatives / carers and staff.</li> <li>• To be able to assess and address such complex needs</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>



<p><b>Physical Skills and Ability:</b></p> <ul style="list-style-type: none"> <li>• To possess the relevant analytical skills to make judgments involving complex and/or distressing circumstances</li> <li>• To have sound <i>I.T</i> skills including the use of Microsoft office.</li> <li>• Physically able to sustain the effort required for the combined activities of sitting, standing and walking during the working day</li> <li>• Required to sustain an unpredictable working pattern due to unexpected events (sudden death/trauma)</li> <li>• Required to sustain own spiritual discipline</li> <li>• Proactive and robust management style</li> </ul>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
<p><b>Physical Effort</b></p> <ul style="list-style-type: none"> <li>• Ability to travel frequently around geographical area</li> </ul>	<p style="text-align: center;">✓</p>
<p><b>Mental Effort</b></p> <ul style="list-style-type: none"> <li>• Ability to manage a variety of different tasks at the same time</li> <li>• Required to sustain the mental effort and concentration levels required for counselling &amp; Pastoral support.</li> <li>• Ability to deal with unpredictable work patterns, often due to unexpected incidents.</li> </ul>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>





# **Job Description**

**JOB TITLE:** On Call Chaplain  
**DEPARTMENT:** Spiritual Care  
**REPORTS TO:** Spiritual Care Manager

## **JOB SUMMARY**

The post holder will work with the Spiritual Care Team in helping to ensure that the spiritual health needs of staff, service users, carers and relatives are met.

In order to meet the needs of staff, service users, carers and relatives the post holder will:

- Assist in providing an on-call services as required, in order to maintain 24/7 cover.
- Collaborate with bereavement services, local clergy and representatives of other faith communities as necessary.
- Be available to offer prayer and Christian baptism to sick and dying children as required.

## **HOURS AND REMUNERATION**

Hours will be as required and as available, nominally between one and three sessions of On Call per week.

Remuneration will be in accordance with trust On Call Payments policy.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Communication and Relationship Skills:**

- To communicate empathically with staff, service users, carers and relatives when dealing with sensitive and contentious information.
- To use a variety of communication skills dependent upon the circumstances.
- To ensure appropriate spiritual support to the bereaved and those grieving.

### **Knowledge, Training and Experience:**

- To assist in the provision of on-call generic spiritual care of staff, service users, carers and relatives including care of the dying and the bereaved.
- To have knowledge of hospital related procedures, acquired through internal training and mentoring.

### **Analytical and Judgement Skills:**

- To advise staff and to intervene appropriately in relation to the spiritual care and religious needs of patients and their relatives or carers.

### **Planning and Organisational Skills:**

- To assist in the efficient provision of a spiritual care service for the Trust
- To be available for the provision of 24/7 cover within the Spiritual Care team, as required, to ensure that the service is able to cope with unexpected events and call outs. .

### **Responsibility for Patient/Client Care:**

- To respond to the practical, spiritual and ethical needs arising from the impact of illness, death, dying and loss upon individuals and families.
- To be willing to offer Christian baptism to sick and dying children as requested.

### **Mental & Emotional Effort**

- To be able to minister with integrity and respect to others who have a different philosophy, belief and value system.
- To offer pastoral support to service users, families & carers who are experiencing distress, where appropriate.
- To handle very distressing and emotional circumstances concerning the sudden or traumatic illness or death of young children.
- To be the buffer for the emotions of family members when all else has failed, and God's 'representative' alone becomes the focus of blame and aggression.

### **Working Conditions:**

- To be able to work in conditions which are occasionally physically unpleasant
- To support the families of service users.
- To accompany and provide support for relatives in the viewing of deceased patients taking into account Trust guidelines on risk management, bereavement pathway, and care of the dying.

## PERSON SPECIFICATION

**JOB TITLE:** On Call Chaplain

<b>CRITERIA</b>	<b>ESSENTIAL/DESIRABLE</b>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"><li>• To be in good standing with his/her faith community</li></ul>	<p><b>E</b></p>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"><li>• To possess a sound knowledge of non-religious philosophies and practices and to be able to apply this in a variety of circumstances</li><li>• To possess a sound knowledge of the practices, traditions and beliefs of the major world faiths.</li><li>• To possess a sound knowledge and understanding of the complex pastoral spiritual and religious needs of patients, relatives / carers and staff.</li></ul>	<p><b>D</b></p> <p><b>D</b></p> <p><b>D</b></p>
<p><b>Experience:</b></p> <ul style="list-style-type: none"><li>• Specific training for ministry within the disciplines of their own faith tradition</li><li>• To have experience of working within Health and social care Chaplaincy.</li><li>• To have proven pastoral/counselling skills.</li></ul>	<p><b>D</b></p> <p><b>D</b></p> <p><b>D</b></p>

<p><b>Physical Skills and Ability:</b></p> <ul style="list-style-type: none"> <li>• Physically able to sustain the effort required for the combined activities of sitting, standing and walking during visits.</li> <li>• Required to sustain an unpredictable working pattern due to unexpected events (sudden death/trauma)</li> <li>• Required to sustain own spiritual discipline.</li> </ul>	<p>E</p> <p>E</p> <p>E</p>
<p><b>Mental Effort</b></p> <ul style="list-style-type: none"> <li>• Required to sustain the mental effort and concentration levels required for counselling &amp; Pastoral support.</li> <li>• Ability to deal with unpredictable work patterns, often due to unexpected incidents.</li> </ul>	<p>E</p> <p>E</p>
<p><b>Emotional Effort</b></p> <ul style="list-style-type: none"> <li>• Ability to offer support to staff, service users, carers and families who are bereaved.</li> <li>• Ability to deal with affected individuals following serious incidents. E.g. suicides, sudden death, violent incidents etc.</li> <li>• Frequently dealing with stressful and distressing situations.</li> </ul>	<p>E</p> <p>E</p> <p>E</p>

**Personal Qualities:**

- |  |          |
|--|----------|
| • Team player  | <b>E</b> |
| • Flexible   | <b>E</b> |
| • Personable and approachable; able to deal with differences of opinion in an equitable and objective manner | <b>E</b> |
| • Committed to individual's rights in expressing spirituality through all faiths and none                    | <b>E</b> |
| • Committed to Equality & Diversity.   | <b>E</b> |