



JOB DESCRIPTION

Job Title:	CHAPLAINCY SERVICES DIRECTOR		
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Department:	Chapel	Community:	Sunnyside - Harrisonburg
Reports to:	Executive Director	FLSA:	Exempt

Job Summary:	<p>The primary responsibilities of the Chaplaincy Director are to provide leadership, oversight for the chaplaincy program, and supervision for staff chaplains to meet the spiritual and emotional needs of residents, team members and resident families.</p> <p>The Chaplaincy Director is responsible for the supervision and development of procedures and care provided by the chaplains. The Chaplaincy Director practices in collaboration with other members of the leadership team and demonstrates respectful interactions with patients, families, colleagues, and others. Practice incorporates and emphasizes education about the role of the chaplain to patients, families, and others.</p> <p>In addition to administrative and leadership functions the Chaplaincy Director will also deliver spiritual care through one-on-one interactions; planning and implementing programming; participate, plan and create worship services; all in an effort to support residents and their families as well as employees while supporting the mission of the community. Network and maintain relationships with local communities of worship and help residents to keep those connections as well as connect with the Sunnyside chaplaincy programming.</p>
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Qualifications:
<ul style="list-style-type: none"> • Ordained by a mainline Christian denomination. • Ecumenical perspective and ability to work well with people of all faiths. • Ability to process information accurately, make appropriate decisions and take appropriate action based upon the information available. • Requires a Bachelor's degree from an accredited college and a seminary degree (M.Div.) • Minimum of five years of experience, with an emphasis and some experience in long-term care or CCRC setting preferred. • Board Certification by Professional Chaplains Association or in the process of obtaining certification. • Valid driver's license with a good driving record required. • End of Life, Hospice or Home Health experience is a plus. • Education in Clinical Pastoral Education is a plus. • Proficient computer skills are required with ability to adapt and use new technology. • Ability to communicate with population with varying mental and physical capabilities. • Ability to work with confidential information and maintain its' integrity. • Sincere interest in working with the elderly. • Be creative, positive, energetic, organized and patient. • Strong customer service skills; maintain a hospitality approach when engaging all individuals.

Essential Job Duties:

- Provide leadership and oversight and communication for the chaplaincy program
- Facilitates/maintains chaplain training, education, scheduling, and competency.
- Oversees and prioritizes the day-to-day staff schedules/work shift assignments for chaplains 7 days per week, 24 hours per day, including holidays and emergent needs to meet patient care needs.
- Oversees and facilitates the recruitment, orientation, and training of chaplains, and worship team contractors, chaplain volunteers, and students, assuring competency and facilitates relevant educational opportunities.
- Manages technical, environmental, and financial resources effectively.
- Provides information regarding supplies and staffing needs for consideration in the budget.
- Reviews departmental objectives and assists in the development of long and short-range goals in conjunction with the leadership team.
- Participate in Director level meetings, activities and responsibilities.
- Promote spiritual well-being, development and expression for residents enabling them to function in capacities which fulfill their spiritual potential based on individual needs.
- Demonstrate sensitivity to the needs of residents, staff and families concerning spiritual, emotional, mental and physical matters.
- Participates and clearly communicates as a member of the inter-disciplinary and resident care teams.
- Prepare and conduct worship services as well as other programs as requested.
- Use effective communication skills in order to preach, lecture, teach and counsel residents and others either individually or collectively.
- With the permission, of the resident or their designee, inform faith communities when a resident member is experiencing a change (hospitalization, expressing need for clergy visit, etc.).
- In coordination with staff chaplains visit new residents within one week of arrival and routinely (at least every six months) thereafter; unless special circumstances arise that require more.
- In coordination with staff chaplains visit campus residents who are admitted to the hospital within 24 hours of notification.
- Provide consultation to bereaved residents, their families and members of the team.
- Assist with memorial and ritual services if requested.
- Respond to resident deaths appropriately with visits, phone calls or other contact.
- Assist in preparation of elements and plans for Communion Services quarterly.
- Assist in conducting special services for holidays and special events.
- In coordination with staff chaplains, create and develop worship service bulletins and correspondence regarding chapel programs and events.
- Represent Sunnyside to area faith communities and places of worship.
- When invited, attend and show support for Sunnyside functions sponsored by various departments.
- Offer appropriate prayers and blessings for meetings and assemblies when requested.
- Engage in a regimen of continuing education; complete a minimum of 30 hours per year of documented education directly applicable to Chaplaincy.
- Other duties as assigned.

Standards:	
	<ul style="list-style-type: none"> ▪ Adhere to all company policies and procedures; set a good example for others. ▪ Attend/complete all in-services, training and meetings as required by Sunnyside. ▪ Meet all training requirements as required by Federal and State regulations and by Sunnyside. ▪ Demonstrate a commitment to safety by following safety rules & guidelines; follow good housekeeping practices, take proper care of equipment and perform job duties and responsibilities in a safe and responsible manner. ▪ Be dependable, reliable and punctual with attendance; plan appropriately for absences when possible. ▪ Show initiative and drive within scope of job responsibilities; show initiative without needing direction but ask for clarification, correct errors and request assistance in timely manner, handle unexpected situations calmly and efficiently to minimize problems. ▪ Show commitment to giving quality service and make continuous efforts to improve; consider accuracy & appearance of work, learn from mistakes while taking action to reduce errors and understand the role quality plans in customer satisfaction. ▪ Understand and respond to resident/customer needs; give complete and timely responses and always be respectful and courteous while following through with communication efforts. ▪ Take responsibility for decisions, actions and results. ▪ Work as a team player within department and with other Sunnyside departments; coach and encourage others on a regular basis, contribute to positive morale and spirit within the team and embrace change/adjust to changing responsibilities. ▪ Communicate effectively with residents, family members, guests, co-workers, supervisors, etc.; actively listen and clearly share information demonstrating effective oral and written communication. ▪ Exercise good time management practices while maintaining quality of work; plan and organize work load to ensure job duties are handled efficiently and effectively and provide timely responses to those who request information. ▪ Ensure personal hygiene, appearance and dress; present neatly groomed appearance and follow department dress code ensure identification badge is worn where visible. ▪ Demonstrate dependability, reliability and punctuality. Report to work when schedule, ready to work. ▪ Ensure all emergency preparedness practice drills and protocols are followed.

Work Environment:	This job operates in an environment with activity rooms and office space with normal lighting levels, temperature ranges, air quality, ventilation and noise levels. Special events, temperatures vary with the season and location.
Physical Demands:	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is frequently required to sit for long periods of time. Additionally employee will routinely sit, stand, reach, lift, bend, kneel, stoop, climb, push and pull items weighing 25 lbs or less and occasionally more than 30 lbs. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.
Work Hazards:	General hazards related to operation and maintenance of chaplain services on and off campus. Minimal hazards if universal precautions are followed.

Receipt of Copy:

This signature indicates only that the employee has received a copy of this job description document. This document does not constitute an expressed or implied contract of employment and may be changed at any time at the discretion of management.

Employee's Name (Printed):	
Employee's Signature:	
Supervisor/Witness Signature:	
Date:	