

Role Description

Coordinator Chaplaincy and Senior Chaplain



Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	Planning and Preparedness
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	223311
Role Number	52009697
PCAT Code	1229183
Date of Approval	30 June 2024
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary purpose of the role

The Chaplaincy Coordinator is responsible for coordinating the provision of multi-faith chaplaincy services across the NSW SES to provide members of many faiths or without religious faith with support that increases the spiritual health and wellbeing of those members and their families.

Key Accountabilities

- Coordinate and support the work of the NSW SES Chaplains to ensure they effectively and sensitively Support NSW SES members and their families of many faiths or without religious faith by assisting members to draw

upon their own beliefs, culture and networks.

- Operate as the first point of contact for the coordination of all chaplaincy matters, including the provision of ceremonial and religious services such as funerals, blessings and dedications as required, whilst maintaining a non-denominational approach.
- Maintain and develop theological knowledge and pastoral care skills of Chaplains through continuing education and professional development and external professional supervision.
- Ensure Chaplains operate within the NSW SES governance framework with adherence to endorsed policy and procedure whilst preserving accurate, confidential case management information and records systems, as well as reporting and auditing protocols.
- Undertake research to identify innovation/best practice and make recommendations to management on available capability improvements and appropriate prioritisation to meet service delivery requirements and inform decision-making.
- Develop and implement chaplaincy policies, procedures and programs to enable the provision of an appropriate and professional chaplaincy service in consultation and collaboration with Manager Wellbeing Support.
- Work collaboratively with the Peer Support, Member Assistance and Safety, Health and Wellbeing programs to ensure the spiritual, physical and mental wellness of NSW SES members and their families
- Lead internal capability development groups to identify and manage chaplaincy capability and service delivery improvements in accordance with organisational priorities
- Ensure systems are in place to regularly provide accurate reporting and analysis regarding chaplaincy activities.
- Coordinate, conduct and participate in worship services, devotions, reflections, faith-based studies and liturgical services for members, as necessary

Key challenges

- Develop and maintain effective working relationships with internal stakeholders, and across the chaplaincy service, in a geographically dispersed organisational structure to ensure service deliverables are achieved.
- Maintain professional and ethical boundaries and seek consultation and/or supervision for more complex cases from the Senior Psychologist and/or Manager Wellbeing Services.
- Maintaining neutrality when responding to complex and challenging situations and when representing Chaplaincy and the Wellbeing Support Unit.

Key relationships

Who	Why
Internal	
Director People & Development	<ul style="list-style-type: none"> • Receive guidance and direction regarding priorities • Provide information and/or analysis regarding Chaplaincy issues to inform strategic decision-making

Senior Manager Safety & Wellbeing	<ul style="list-style-type: none"> • Collaborate, support and provide advice to contribute to decision making • Receive guidance and direction regarding priorities • Provide information and/or analysis regarding Chaplaincy issues to inform strategic planning and decision-making • Receive feedback regarding performance and respond in a thoughtful and considered way
Manager Wellbeing Support	<ul style="list-style-type: none"> • Collaborate, support and provide advice to contribute to decision making • Receive guidance and direction regarding priorities • Provide information and/or analysis regarding Chaplaincy issues to inform strategic planning and decision-making • Receive feedback regarding performance and respond in a thoughtful and considered way
Peer Support Coordinator	<ul style="list-style-type: none"> • Collaborate, support and provide advice to contribute to decision making • Work collaboratively to support and coordinate the Peer Support and Chaplaincy unit.
Chaplains	<ul style="list-style-type: none"> • Guide and support to develop capability • Share information and maintain collegiate relationships • Oversee the resolution of issues arising to ensure capacity and readiness
NSW SES Members	<ul style="list-style-type: none"> • Share information and maintain collegiate relationships • Seek guidance regarding the interpretation of policies and procedures • Provide mentoring and guidance on a broad range of issues to support spiritual health and wellbeing
External	
NSW Government Organisations	<ul style="list-style-type: none"> • Establish and maintain productive relationships • Represent the NSW SES as required on committees discussing chaplaincy services • Promote the role of the NSW SES and collaborate on chaplaincy matters

Role dimensions

Decision making

The Senior Chaplain exercises independence and autonomy in day-to-day matters, including engagement with Chaplains, staff and volunteer members, in determining how to achieve agreed objectives and deploy resources. The role produces reports, evaluations and recommendations as required, correspondence and briefs; determines the content of advice and information.

Must be able to travel and be operationally fit for task in order to work during operational events. The Senior Chaplain must be able to assess risks in operational environments and manage their exposure to risks and hazards to protect the safety, health and wellbeing of themselves and others.

Refers the following matters to the role supervisor: decisions that will significantly impact on agreed objectives; major issues, risks or conflicts; issues requiring a higher delegated authority (i.e. travel/expenditure approval).

Reporting line

Manager Wellbeing Support

Direct reports

Nil direct staff reports

Manages approximately 20 Volunteer Chaplains

Budget/Expenditure

Nil

Essential requirements

- Hold a faith group recognised degree, of at least three years fulltime, at the Bachelors level of Australian tertiary standards with a range of faith group specific subjects and/or equivalent demonstrated experience.
- Provide documentation of appropriate faith group training, certification and endorsement.
- Be recognised and endorsed as qualified and suitable by recognised faith communities that are members of, or eligible to be members of, the National Council of Churches in Australia or one of its affiliated multi-faithed bodies and demonstrate a willingness to work with a multi-faith or non-religious membership.
- Have at least two years of faith group pastoral care ministry experience.
- Understand and adhere to professional ethical guidelines including maintaining confidentiality and sensitivity to cultural and belief differences.
- Demonstrated pastoral experience and knowledge of Peer Support and Psychological First Aid methodology and practice. A valid driver's license and ability to travel throughout NSW, often at short notice.
- Thorough knowledge of AIMS principles and processes, and/or willingness to obtain competence within 12 months.

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. This position requires participation in an on-call roster.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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- Monitor and report on team performance in line with established performance development frameworks

