

Job Description: Faith Services Team Leader



Function:	Sodexo Justice Services
Position:	Managing Chaplain
Job holder:	
Date:	
Immediate manager	Matt Spencer, Director
Additional reporting line to:	
Position location:	HMP Forest Bank

1. Purpose of the Job – State concisely the aim of the job.

To lead and manage the multi-faith team and provide for the religious and pastoral care of residents and staff in their own faith tradition and appropriate pastoral care for all irrespective of faith tradition.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Cash conversion:	tbc						
Characteristics ▪ Add point									

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

Director

Managing Chaplain

Generic, Faith specific Chaplains and volunteers

4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Be responsible for leading and managing the Multi Faith Chaplaincy Team
- Provide the religious and pastoral care of residents and staff in their own faith tradition and appropriate pastoral care for all irrespective of faith tradition
- Be responsible for ensuring the delivery of the specification 'Faith and Pastoral Care', the broader work of Chaplaincy in delivering faith and non-faith based courses and ensuring the Governor and Head of Chaplaincy/Profession at HQ is provided with assurance that the specification 'Faith and Pastoral Care' is being delivered.
- Contribute to the work of the Senior Management Team and specific pieces of work as appropriate

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To lead and manage the prison Multi Faith Chaplaincy Team ensuring Chaplains are available and accessible to residents
- Ensure Chaplains receive training and development opportunities as appropriate
- Provide pastoral care and seek to ensure spiritual welfare of residents and staff
- Be responsible for arranging and leading worship for their own faith community
- Provide expert faith advice within the establishment and be responsible for supporting the establishment in ensuring faith groups observe their religious holy days and festivals
- Acquire and distribute appropriate religious literature, supplies and materials.
- Responsible for leading on developing relationships with various support and volunteer groups
- Responsible for the contact strategy with outside faith based agencies to help with the resettlement of offenders
- Be responsible for planning and leading workshops and prayer/faith specific meetings
- Responsible for ensuring input into and contributing to safeguarding, allocations, referrals, inductions and Diversity Equality Action Team (DEAT), as appropriate
- Be responsible for ensuring and delivering awareness programmes for residents, including bereavement programmes and other as appropriate and local Faith awareness training for staff
- Work closely with Safer Custody to ensure issues such as deaths in custody procedures, ACCT and Violence Reduction are delivered in line with NOMS standards
- Be responsible for ensuring and contributing to, supporting residents in dealing with bereavement by liaising with families/residents and other third parties e.g. hospitals, coroners offices, and arrange memorial services, where appropriate
- Initiate and oversee the Application process for residents wishing to visit a critically ill relative or attend their funeral.
- Be responsible for ensuring and contributing to the delivery of daily statutory duties which include interviewing all newly arrived residents, visiting residents in the Healthcare and Separation and Care Units, responding to resident applications and being available prior to discharge.
- Responsible for ensuring the involvement of the Faith team in resettlement issues as appropriate, and build contacts with their own faith community towards aiding the resettlement of offenders
- Responsible for ensuring and contributing to resident's reports including Lifer reports and Parole reports as appropriate
- Responsible for the use of the chaplaincy facilities and maintenance of the equipment used
- Ensure appropriate training for Faith Volunteers; nurture Volunteers in their contribution
- Responsible for the Official Resident Visitor scheme
- Ensure effective administration of Chaplaincy, including resident lists for events, records updated etc.
- Provide mentoring and personal support for the other Chaplains and Volunteers following incidents
- Take responsibility for your own spiritual health and development, allowing time for private prayer, study and retreat
- To contribute to the work of the Senior Management Team and specific pieces of work as appropriate

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Provide opportunities for residents to engage with Faith Services and provide support via various methods
- Build working relationships with the Senior Management Team and other departments within the prison
- Residents are cared for with humanity, with the prevention of incidents of violence, suicide and self-harm
- Residents are provided with a range of opportunities to reduce re-offending and change their lives for the better.
- Be responsible for ensuring relevant actions arising from Standard Audit, Her Majesty Inspectorate of Prisons (HMIP) Action plans, Managing Quality of Prison Life (MQPL) surveys including local self-audit action plans and Resettlement strategies are delivered.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Appropriate experience in the delivery of religious services, ideally in a custodial environment that reflects the necessitation's of the predominant faiths of the resident populations
- Be an outstanding communicator with highly developed influencing skills
- Be innovative and forward thinking
- Have a proven high level of professionalism and competence in religious leadership to bring to the role
- Will have proven experience and skills in pastoral care and pastoral leadership, including crisis events
- Must have working knowledge of other faiths represented within a prison to enable them to work in a multi faith environment.
- Be a focused and dynamic team player, who can adapt very rapidly to changing priorities and circumstances
- Promote, understand and ensure compliance with all Sodexo Justice Services policies and procedures
- Meet NOMS specified minimum faith eligibility requirements of their faith tradition
- Education to NVQ Level 4 or equivalent

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Growth, Client & Customer Satisfaction / Quality of Services provided

Leadership & People Management

Innovation and Change

Learning & Development

Brand Notoriety

Employee Engagement

Competencies from the NOMS CQF:

Respecting others

Building relationships and team working

Caring

Embracing change

Developing self and others

Organising and maximizing performance

9. Management Approval – To be completed by document owner

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Document Owner	Tanvir Hynes, Head of Learning & Skills		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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