



# CHAPLAIN

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**POSITION TITLE: Chaplain**

**REPORTS TO: Patient Care Manager**

**FLSA: Exempt**

**Position Scope:**

The Chaplain, under the direction of the Patient Care Manager provides spiritual and emotional counseling and support to patients, significant others, families, and other team members.

**Reasonable Accommodations Statement**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

## I. Essential Functions/Performance Factors

**Essential Functions Statement(s)**

- Completes spiritual/pastoral assessment.
  - Complete initial spiritual assessment within agency time frames.
  - Develop and implement Plan of Care related to identified patient/family needs.
  - Continually evaluate effectiveness of interventions and make appropriate changes to Plan of Care.
  - Provide sacraments and ceremonies to patient/family as allowed by their faith traditions.
- Works in a team approach with members of the IDT/IDG and other qualified professionals, as determined by the hospice, to evaluate patient/family response to care.
- The patient/family will receive counseling regarding spiritual problems.
  - Follow interventions identified in care planning process.
  - Utilize agency resources related to spiritual problems.
  - Secure spiritual care services of patient/caregiver preference.
- Care provided is documented in an accurate, complete and timely manner.
  - Complete documentation of each chaplain visit within 24 hours of visit.
  - Complete the spiritual assessment record accurately.
  - Write spiritual care notes that reflect the patients terminal illness according to NHPCO guidelines, Local Medical Review Policies and the care plan.
  - Sign all entries with full signature & credentials.
  - Complete the discharge summary within agency time frame and reflect an overview of the care provided.
- High standards of professional practice, current spiritual care knowledge related to palliative care, and ethical behavior will be maintained.
  - Maintain a thorough grounding in theological knowledge and pastoral skills.
  - Be well informed regarding various faith traditions.

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- Distinguish between healthy and unhealthy understanding of different religious' traditionalist practices.
- Maintain connection/accountability of ecclesiastical endorsing body.
- Participate in 50 hours of continuing education every two years.
- Uses agency resources wisely.
- Participates in performance improvement activities.

### Values Ownership/Performance Factors

#### Teamwork

- Support and encourage my teammates throughout the organization.
- Provide positive, constructive feedback.
- Consistently “manage up” co-workers.
- Celebrate success – look for the good and share it.
- Be a role model.
- Communicate with respect and professionalism to create a safe environment in which open dialogue can take place.

#### Integrity

- Be reliable, allowing others to place their trust in me.
- Do the right thing even when no one is watching.
- Respect all individuals through acknowledgment, acceptance, and courtesy.
- Walk my talk.
- Refrain from gossip.

#### Performance

- Be flexible and willing to adapt to change.
- Be knowledgeable about my job responsibilities and the organization.
- Seek self development-Utilize tools that are provided to grow personally and professionally.
- Take responsibility for my actions; be willing to take both credit and critique.  
Conduct myself as a professional at all times by performing my job competently and ethically (i.e, maintaining confidentiality, maintaining boundaries, making eye contact, dressing professionally, using professional demeanor).
- Recognize I am a reflection of Valley Hospice.
- Be on time.
- Set and achieve goals.

#### Spiritual

- Recognize the spirituality inherent in each individual without judgement
- Be open and respectful to each individual's spiritual beliefs
- Meet patients and families where they are and don't project your spiritual beliefs on others



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- Be attentive to your own spiritual needs, as you perceive them
- Live your spirituality in acts of compassion and service in the workplace
- Build one another up and encourage your coworkers in times of distress, personal crisis, and spiritual need

### **Mission Focused**

- Recognize the value of each person and accept that value without judgment.
- Be good stewards of time, money and all resources entrusted to me.
- Offer hope, compassion and empathy to coworkers and those we serve.
- Know our mission and apply it to my work every day.

### **Engagement**

- Focus my physical, emotional, and spiritual energy in order to fulfill our mission.
- Take pride and ownership in my performance each day.
- Build professional relationships
- Inspire and Motivate others.
- Consistently 'manage up' Valley Hospice.
- Appreciate the efforts of others.
- Support the communities in which I serve.

### **Supervisor Responsibilities:**

None

### **Education and Work Experience:**

- Master's Degree of Divinity
- One to two years of related experience
- Evidence of experience and skills necessary to perform job
- Exhibits excellent communication skills

### **Certifications and Licenses:**

Current driver's license, automobile insurance, and reliable transportation

### **Confidentiality:**

The Chaplain must carry out responsibilities in an ethical, professional and confidential manner.

## **PHYSICAL DEMANDS**

### **Physical Demands**

Stand

O (Occasionally)

### **Lift/Carry**

10 lbs or less

O (Occasionally)



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|                      |                    |                |                    |
|----------------------|--------------------|----------------|--------------------|
| Walk                 | O (Occasionally)   | 11-20 lbs      | N (Not Applicable) |
| Sit                  | O (Occasionally)   | 21-50 lbs      | N (Not Applicable) |
| Handling / Typing    | F (Frequently)     | 51-100 lbs     | N (Not Applicable) |
| Reach Outward        | O (Occasionally)   | Over 100 lbs   | N (Not Applicable) |
| Reach Above Shoulder | O (Occasionally)   |                | <b>Push/Pull</b>   |
| Climb                | O (Occasionally)   | 12 lbs or less | N (Not Applicable) |
| Crawl                | N (Not Applicable) | 13-25 lbs      | N (Not Applicable) |
| Squat or Kneel       | O (Not Applicable) | 26-40 lbs      | N (Not Applicable) |
| Bend                 | O (Not Applicable) | 41-100 lbs     | N (Not Applicable) |

**N (Not Applicable)**

Activity is not applicable to this occupation.

**O (Occasionally)**

Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)**

Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

### Other Physical Requirements

Sense of Sound (able to hear normal conversation)

Sense of Touch

Sense of Sight

### WORK ENVIRONMENT

While performing the duties of this job, the employee frequently is exposed to outside weather conditions when traveling between sites. Patients' home environments are variable with regard to heat, noise, air circulation and conditioning, space, cleanliness, accessibility and all other environmental factors. Inpatient and skilled nursing facility environments are standardized. Office environment in a controlled atmosphere building.

I, \_\_\_\_\_, have read and understand the job description for the Chaplain and agree to fulfill the position's responsibilities to meet the defined standards.

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Employee Signature

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Date

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a



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contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.



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### Performance Evaluation

|  |                                       |
|--|---------------------------------------|
| <b>Employee Name:</b><br><br><b>Due Date:</b><br><br><b>Supervisor Name:</b> | <b>Job Title:</b><br><br><b>Date:</b> |
|--|---------------------------------------|

This Performance Evaluation provides a comprehensive review of the major job duties and responsibilities of employees within Valley Hospice. This evaluation is designed to improve job understanding, enhance job performance, and establish goals which foster the growth of the employee. Once evaluation is complete, please send to VP of Administrative & Support Services for review and salary information (if merit increase is applicable). Upon review, VP of Administrative & Support Services will send back to supervisor so they can review with employee.

#### Section I: Performance Criteria

Indicate the numerical rating achieved for each of the categories. Definitions of each numerical rating can be found below. **Use whole or half numbers only.** **You must justify your rating** and supply overall comments of the employee's performance in the Comments section after each value for any overall rating that Exceeds or Needs Improvement/Fails to Meet Job Requirements.

#### Performance Evaluation Ratings

5 = Far Exceeds Job Requirements

4 = Exceeds Job Requirements

3 = Meets Requirements

2 = Needs Improvement

1 = Fails to Meet Job Requirements

#### Factor Rating Definitions

|            |  |
|------------|--|
| 4.5 – 5.00 | <b>Far Exceeds Job Requirements:</b> Outstanding performance on a consistent basis, that results in extraordinary accomplishments over the review period; produces results and contributions which |
|------------|--|

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|--------------------|--|--|
|                    | contribute to the overall success of the organization on all levels; employee demonstrates a command of all facets of the job in all areas   |  |
| <b>3.5 – 4.49</b>  | <b>Exceeds Job Requirements:</b> Consistently produces results above those expected for the position; employee takes initiative which in turn produces above average outcomes; Minimal supervision |  |
| <b>2.83 – 3.49</b> | <b>Meets Requirements:</b> Employee fulfills all job requirements and may exceed requirements at times; Needs occasional supervision.  |  |
| <b>2.5 – 2.82</b>  | <b>Needs Improvement:</b> Employee does not perform at an acceptable level; requires constant supervision; Job performance Improvement Plan required   |  |
| <b>1.00 – 2.49</b> | <b>Fails to Meet Requirements:</b> Employee performs at a level below the minimum standards of the job; Job performance Improvement Plan required  |  |

| TEAM WORK   | FACTOR   | RATING |
|-------------|--|--------|
| Initiative  | Able to work and think independently; self-confident, enthusiastic; makes suggestions to improve the operation and success of the organization; Ability to work with little or no supervision; Ability to anticipate needed action; Self starter, leads by example   | 0      |
| Reliability | <p>Dependable, good attendance and punctuality; follows directions; takes responsibility for outcome of work assignments; meets deadlines</p> <p><u>Please use guidelines below for determining rating.</u></p> <p>5.0 - Very Good Attendance. No report offs throughout the year.</p> <p>4.0 - Has reported off 1-2 times throughout the year but has not exceeding 3 or more occurrences within a 3 month period.</p> <p>3.0 - Has reported off 3-4 times throughout the year but has not exceeding 3 or more occurrences within a 3 month period.</p> | 0      |



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|                      | 2.0 - Below Average Attendance. Has had 3 occurrences of absence in a 3 month period or has reported off 5 or more times throughout the year.<br><br>1.0 - Has had disciplinary action taken within the year.              |      |
| Recommends Change    | Offers ideas for organizational improvement that support employee and organizational development   | 0    |
| Willingness to Learn | Willingness to learn and assume new and/or different job responsibilities for personal and/or organizational development; takes advantage of educational opportunities for self-development and organizational improvement | 0    |
| Flexibility          | Able to adapt to new and different ideas and procedures; Ability to change to fit the needs of the situation   | 0    |
| Employee Relations   | Demonstrates commitment to promote good employee morale within own department and the organization; is respected by peers and subordinates; Consistently "manage up" co-workers; Be a role model                           | 0    |
|                      | Total Factor Rating  | 0.00 |

Comments:

| INTEGRITY     | FACTOR   | RATING |
|---------------|--|--------|
| People Skills | Maintains professionalism in all situations.<br>Demonstrates courtesy, competency, efficiency in dealing with business contacts and employees; stimulates teamwork and good attitude in others                 | 0      |
| Co-Workers    | Ability to work with all employees regardless of the relationship to effectively accomplish organizational goals, be reliable, allowing others to place their trust in you; refrain from gossip; walk the talk | 0      |

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|                          |   |      |
|--------------------------|---|------|
| Rapport                  | Takes personal responsibility to promote good relations with employees and business contacts  | 0    |
| Sensitivity to Diversity | Deals effectively with persons from diverse social and cultural backgrounds; respects all individuals through acknowledgment, acceptance, and courtesy. | 0    |
|                          | Total Factor Rating   | 0.00 |

Comments:

| PERFORMANCE              | FACTOR  | RATING |
|--------------------------|---|--------|
| Job Knowledge            | Demonstrates expertise and specialized knowledge in the area of job assignment; understands the relationships between assigned area and others areas within the organization                                      | 0      |
| Ability                  | Able to perform the essential functions of the job and activities required by following the organization's rules, policies and procedures   | 0      |
| Judgment/Decision Making | Gathers facts and analyzes all factors and alternatives in order to reach a sound decision; Addresses situations as they arise; Requests guidance when appropriate  | 0      |
| Verbal Communications    | Speaks in a professional, courteous and friendly manner with employees, patients and families and other contacts both inside and outside the business   | 0      |
| Written Communication    | Adept at writing reports and filling out forms; uses correct grammar and terminology when preparing documentation/correspondence; ensures professionalism is the standard in internal and external communications | 0      |
| Listening                | Utilizes good listening skills with internal and external customers; approaches issues with an open mind, listens to viewpoints and positions of others   | 0      |



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|          |   |      |
|----------|---|------|
| Attitude | Displays a “can do” attitude in all aspects of job. Is enthusiastic and goal oriented to ensure the successful completion of all assigned tasks. Inspires others. Projects positive attitude with peers and co-workers. | 0    |
|          | Total Factor Rating   | 0.00 |

Comments:

| MISSION FOCUSED | FACTOR  | RATING |
|-----------------|---|--------|
| Time Management | Ability to manage time and work load for maximum effectiveness; Good stewards of time, money and all resources; Conscientious                           | 0      |
| Goal Setting    | Develops clear and concise plans to accomplish objectives   | 0      |
| Problem Solving | Ability to understand problems by examining all facets of the situation; Interjects new ideas and approaches to solve problems; enlists help, as needed | 0      |
| Timeliness      | Completes projects and assignments on time. Consistently meets deadlines  | 0      |
| Organization    | Ability to conceive projects, analyze, set goals and deadlines and ensure completion; Know Valley Hospice's mission and apply it to work every day      | 0      |
|                 | Total Factor Rating   | 0.00   |

Comments:

| ENGAGEMENT | FACTOR | RATING |
|------------|--------|--------|
|------------|--------|--------|



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|              |   |      |
|--------------|---|------|
| Relationship | Build professional relationships; Support the communities in which Valley Hospice serves  | 0    |
| Encouraging  | Inspire and motivate others   | 0    |
| Promoting    | Consistently 'manage up' Valley Hospice, Take pride and ownership in performance each day | 0    |
|              | Total Factor Rating   | 0.00 |

Comments:

### Section II: Supervisor Comments

Please provide comments on the employee's significant accomplishments. Also, include factors that were not included in Section I that you feel should be included.

Comments:

### Section III: Goals and Objectives (from review period)

| <u>Goal</u> | <u>Outcome</u> |
|-------------|----------------|
| 1)          |                |
| 2)          |                |



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|    |  |
|----|--|
| 3) |  |
| 4) |  |

### Section IV: Disciplinary Actions Received During the Review Period

1)

2)

3)

### Section VI: Employee Comments

Please use this section to comment on your overall performance during the review period.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee goals for the next evaluation period:

**S**pecific **M**easurable **A**chievable **R**ealistic **T**imely

1)

2)

3)

4)

I have collaborated with my supervisor to create my annual goal/s and I agree to strive to meet established



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goals.

I have read this performance evaluation and discussed it with my supervisor.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

Human Resources Signature \_\_\_\_\_ Date \_\_\_\_\_

### Salary Action

Current Salary: \$\_\_\_\_\_ Merit raise to: \$\_\_\_\_\_ % increase  
Raise effective date: \_\_\_\_\_

Raise was delayed through no fault of the employee. Therefore, retroactive to the raise effective date above, and employee will receive the one-time payment due to them of \$\_\_\_\_\_.

No salary increase available at this time due to cost containment.

No salary increase available at this time due to individual performance.