

Position Description

Position title:	Chaplain	Reports to:	Chaplaincy & Spiritual Care Manager
Program / Department:	Chaplaincy	Primary work location/s:	Wayville
Direct reports:	N/A	Key stakeholders:	Program Managers and staff
Award:	Baptist Churches SANT Chaplaincy Stipend	Classification:	Non-Award

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

Integrity Ensuring personal and corporate transparency and the highest ethical standards.	Compassion Treating people and communities with empathy, dignity and fairness.	Empowerment Releasing individual strengths that promote personal and community transformation.	Innovation Fostering a culture of continuous improvement, staff engagement and improved client outcomes.
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About the role

The Chaplaincy and Spiritual Care team enables the delivery of holistic spiritual and pastoral care across Baptist Care. We walk alongside our customers, volunteers and employees, supporting them to be more relationally connected to God (or a higher purpose), the people in their lives, the world around them, and within themselves. Through the integration of spiritual, emotional, and relational support, the team collaborates across programs and services to respond to the diverse needs of clients, residents, families, and staff.

Operating nationally, the team works to foster spiritual wellbeing, strengthen relationships with churches, and ensure chaplaincy, spiritual and pastoral care remains embedded in service-delivery. This includes oversight of spiritual care models, chaplaincy operations, pastoral care volunteer coordination, and the advancement of key partnerships with faith-based communities.

Purpose of the Chaplaincy Role

To provide effective, person-centred spiritual and pastoral care, to clients, residents, inmates, patients and their families, staff and volunteers (collectively our 'customers') irrespective of cultural background, gender, sexuality, faith tradition, denomination or personal beliefs.

Role responsibilities

Provide Spiritual and Pastoral Care

- Role model Christian faith and values
- Provide compassionate and attentive listening
- assess the spiritual and pastoral needs of customers and design, deliver, and evaluate person centred spiritual care initiatives in accordance with program expectations, professional codes and standards of conduct
- Provide effective, person-centred spiritual and pastoral care that supports people in crisis and suffering, and helps people in their search for purpose, meaning, hope and peace
- Provide emotional/spiritual support, religious counsel, spiritual review, death, dying and bereavement support, mental health support, development of coping strategies to improve resilience and support in matters of religious belief and/or spiritual practice.
- Conduct Christian services, prayers, devotions, blessings and other sacramental/ritual expressions with staff and/or customers as appropriate, to strengthen understanding and support the practice of Christian values and beliefs
- Conduct memorials, dedications, funerals and other rites of passage where requested, in accordance with Christian faith practices
- Connect people with suitable faith practitioners in line with their personal beliefs
- Conduct staff and volunteer training as appropriate
- Participate as required in case management reviews and contribute to the development and evaluation of care plans, ensuring that spiritual care aligns with the needs of the customer
- Support and encourage staff and volunteers to actively live out BaptistCare's Christian identity, purpose, and values in their daily work and interactions

Demonstrate Spiritual Maturity

- Uphold and actively model Baptist Care's Organisational Faith Expression policy, integrating faith-aligned leadership into organisational culture, strategy, and decision-making
- Demonstrate spiritual depth and personal growth through self-awareness, reflective practices, and alignment of behaviours and actions with Baptist Care's values and purpose
- Embody Christ-like character traits—such as love, kindness, patience, integrity, and self-control — and encourage others to express these values in their work and relationships
- Create space for spiritual diversity, respecting the beliefs and journeys of others without judgement or coercion, and champion initiatives that strengthen Baptist Care's Christian identity in inclusive ways across the organisation.

Leadership and Teamwork

- Attend and participate in regional chaplaincy team meetings
- Participate in site team meetings as appropriate and participate in program planning
- Undertake training and professional development to enhance the ministry of chaplaincy
- Participate in performance appraisals
- Liaise with and support site and program managers
- Build teamwork and support fellow Chaplains

- Establish collaborative relationships with local churches and local community organisations.

Documentation and Reporting

- Complete all required documentation, statistics and reporting to a professional standard, as required by local program and Chaplaincy Leadership team
- Work effectively within the customer management system of the relevant program stream
- Maintain customer privacy and confidentiality according to BaptistCare policies and procedures

Pastoral Care Volunteers

- Recruit, train, lead and manage a team of Pastoral Care Volunteers in accordance with the Pastoral Care Volunteers procedural manual (may include out of usual hours/weekends)

Professional Development

- Commit to personal/spiritual and professional development, seeking and accessing available support where appropriate
- Participate regularly and openly in internal management meetings and external supervision
- Complete ongoing education as negotiated in yearly review and planning with manager
- Seek feedback from customers and staff about practice and service provided
- Attend Chaplaincy & Spiritual Care team professional development events
- Complete mandatory, program-specific online and in-person training as required

Key Performance Indicators

- Successful delivery of high-quality, values aligned chaplaincy services
- Achievement of agreed strategic and operational requirements specific to the setting or context
- Positive engagement and feedback from internal and external stakeholders
- Strong and effective engagement with team and staff
- Contribution to the Chaplaincy & Spiritual Care strategic business plan development and execution
- Participate regularly in external clinical supervision.

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and

- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Tertiary qualifications in chaplaincy / pastoral care OR tertiary theological qualifications with a willingness to undertake chaplaincy / pastoral care specific training within the first 12 months of employment

The experience you bring

- Minimum of 12 months previous experience in chaplaincy or pastoral care

The competencies (knowledge, skills and behaviours) you bring

- Ability to demonstrate a personal, active and authentic Christian faith along with a high level of spiritual maturity
- Ability to recognise and meet the spiritual and pastoral needs of customers by designing, delivering and evaluating person-centred spiritual care initiatives, in accordance with professional codes and standards of conduct
- Excellent interpersonal and communication skills, with the ability to develop and maintain positive working relationships with customers and to work effectively as a member of a multi-disciplinary team
- be capable and willing to lead Christian prayers, devotions and reflections in a manner that reflects Baptist Care's Christian identity
- Ability to facilitate safe and welcoming spaces which provide a sense of community and belonging, treating all customers with equity, respect, and dignity
- Provide spiritual and pastoral care in ways that respect and value diversity, e.g. age, race, faith, culture, disability, gender, spirituality, and sexuality
- Ability to manage, support and train Pastoral Care Volunteers
- Demonstrated commitment to maintain professional boundaries, and professional spiritual development in line with the Christian faith
- Demonstrated commitment to self-nurture and self-care
- Ability to inspire and encourage others to grow in their Christian faith and to embody Christian values in daily life, particularly in challenging or complex situations.
- Capacity to integrate Christian theology and Biblical teaching into pastoral care in a sensitive and appropriate manner
- Ability to work within Baptist Care's Purpose and Values and promote its Christian identity
- Ability to work within Baptist Care's Policies and Procedures

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- National Police Clearance as per the Background Screening Check Policy
- Training – Child Safe Environments
- Ability and willingness to travel within South Australia as required

- A valid full South Australian drivers' license (C Class)

Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	Manager, People & Culture	Version:	1
Effective Date:	December 2025	Review Date	December 2028