# Sample Pastoral Care Team Volunteer – Role Description

**SUPERVISION**: Canon Chancellor

**ADDITIONAL SUPPORT:** Chapter Residentiary Canons, Priest Vicars, Volunteer Manager.

**TIME COMMITMENT**:

As required for the provision of appropriate support and care to the individual/s to whom the volunteer is assigned.

**PURPOSE OF THE ROLE**:

The purpose of the Pastoral Care Scheme (PCS) is to provide a system of care for the members of the Cathedral Community and ensure pastoral care is provided in a timely and appropriate way.

**VOLUNTEER PROFILE**:

* Friendly and caring people, readily approachable;
* Able to use appropriate listening skills, be empathetic and sense need in people;
* Able to work within the Team and accept training and guidance;
* Able to maintain confidentiality in an appropriate manner.
* To support the phased re-opening of the Cathedral after the Covid-19 pandemic lockdown.

**DUTIES:**

* To initiate or accept referrals for those in need of pastoral care or support;
* To provide support by telephone, home visit or hospital visit;
* To seek advice or further support when needed from the Lead Canon;
* To attend bi-monthly Team meetings;
* To maintain basic record of dates and manner of contact (not personal or medical details)
* To report each pastoral contact to the Canon Chancellor who will maintain a log
* Some members of the Pastoral Care Team will take Holy Communion to the sick.

**EXPECTATIONS**:

* An understanding of and empathy with the operations of a working Cathedral as we emerge from lockdown.
* To adhere to all government and on site social distancing guidelines when applicable.
* To attend services and have some presence in the community being served;
* To be generally aware of those who may be absent and might need support;
* To be representatives of the Cathedral and treat all with respect and consideration;
* To work with the Pastoral Care Team;
* To wear an identity badge when visiting;
* To be familiar with the Cathedral Health and Safety Policy and the Safeguarding Guidelines.
* Volunteers are representatives of the Cathedral and should at all times treat other volunteers, staff and visitors with respect and consideration. Volunteers should expect the same treatment in return.
* To be aware of security risks at all times, including unattended items and the safety of your own possessions and to notify Cathedral staff of any perceived risk immediately.

**TRAINING**

All members of the Pastoral Care Team must undertake

* Safeguarding Training – Level C1

Induction training which will include

* Health & Safety
* Fire
* Security
* 1st Aid (role dependant)
* A pastoral training course is provided.

**The Cathedral is committed to safeguarding children, young people and**

**vulnerable adults**

**SAFEGUARDING RESPONSIBILITIES**

* Implement safe and healthy working practices
* Risk assess all activities
* Listen to other workers and volunteers
* Protect yourself
* Tell the Cathedral Safeguarding Rep or Clergy of any safeguarding concerns, however minor.
* Attend any Safeguarding training at the appropriate level for your role
* Induct and train others where this is possible.

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| **Do** | **Don’t** |
| * Report all concerns about safety or well-being of an individual to the The Cathedral Safeguarding Rep, The Diocesan Safeguarding Team or to the Police (where there is an immediate risk of harm to a person) * Carry out a personal risk assessment for lone working if appropriate * Keep a written record of all incidents or disclosure (signed and dated) | * Offer confidentiality when you have a duty to report all concerns for safety * Investigate disclosure; simply get clarification of detailed and report the information shared |

**BENEFITS**:

* To undertake a Pastoral Ministry as a lay person;
* Active participation in the life of the Cathedral
* Excellent training, including occasional access to experts and specialists
* Meeting and sharing knowledge with visitors from across the world
* Skills and CV development
* A digital parking permit on the Cathedral’s ANPR system for use when on duty on a first come, first served basis
* Refreshments available (see bullet point 6 of additional information).
* Access to 2 of the 10 free tickets allocated to Volunteers per Cathedral organised event on a first come first serve basis
* 10% discount in the Cathedral Shop and Café (subject to them re-opening).

**SPECIFIC BENEFITS:**

* You play an important role in helping facilitate the Cathedral’s emergence from lockdown.
* You become part of a passionate and dedicated team.
* You play your part in a historic moment in the life of the Cathedral.

**SPECIFIC TRAINING:**

* Attend a bespoke training/induction session prior to starting your first shift.
* Depending on additional advice received from the UK government or Church of England, you may be required to attend additional sessions.

**ADDITIONAL COVID-19 INFORMATION:**

Every member of staff and volunteer must also take responsibility for their own **personal safety and that of others**:

1. If you are advised to shield by the government we do not recommend that you volunteer.
2. Volunteers must not have shown any symptoms at least 14 days in advance of attending.
3. If you have any symptoms including a dry, persistent cough, high temperature or loss of smell and taste you must not attend and should seek medical advice and inform the Cathedral immediately.
4. Volunteers will be asked to adhere to guidelines and protocols around personal hygiene and social distancing.
5. Volunteers may be required to wear PPE.
6. Refreshments are not able to be provided. Volunteers will need to bring their own to avoid cross contamination.
7. Dress code is smart casual and your ID badge must be visible at all times. You are recommended to wash and change your clothes each day.

*Reviewed December 2020*