

National profiles for Chaplaincy

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Version history and amendments

	Date	Notes
Rebranding	Nov 2023	Profile suite has been transferred onto new template. No changes to wording, scores or levels.



Profile Suite and Label	Chaplain Entry Level
Job Statement	1. Assists in the delivery and maintenance of a chaplaincy service. 2. Undergoes training in order to acquire the expertise to work as a healthcare chaplain.

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	Providing and receiving complex, sensitive information. Barriers to understanding Pastoral, religious, spiritual support for patients/clients and the bereaved.	4(a)	32
2.	Knowledge, Training & Experience	Expertise within specialism underpinned by theory Knowledge of a range of religions and faiths plus hospital-related chaplaincy procedures; acquired through degree or equivalent training.	5	120
3.	Analytical and Judgement Skills	Range of facts or situations, requiring a comparison of a range of options Comparison of a range of facts before advising staff, patients or carers on spiritual issues.	3	27
4.	Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plans religious services, own workload, surveys, audits.	2	15
5.	Physical Skills	Physical skills obtained through practice Word processor, keyboard use, driving skills	2	15
6.	Patient/Client Care	Provide specialised advice in relation to care Provide spiritual and emotional support to patients and clients	5(c)	30
7.	Policy/Service Development	Follows policies within own role, may be required to comment Follows chaplaincy policies	1	5
8.	Financial & Physical Resources	Handles cash, valuables Handles collections, donations	2(a)	12
9.	Human Resources	Demonstrates own activities to new or less experienced employees Demonstrate duties to new starters	1	5
10.	Information Resources	Record personally generated information Updates client records	1	4
11.	Research & Development	Undertakes surveys or audits, as necessary to own work Participants in e.g. faith surveys	1	5
12.	Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works independently, decides when necessary to refer to manager	3	21
13.	Physical Effort	Combination of sitting, standing and walking Walking between work areas, some work in awkward positions	1	3



14.	Mental Effort	Frequent concentration predictable, work pattern predictable/unpredictable Concentration for pastoral support to patients, clients, carers, daily devotions/unpredictable work pattern due to unexpected deaths or situations	2(a)- 3(a)	7-12
15.	Emotional Effort	Frequent highly distressing or emotional circumstances Supporting patients, clients, relatives, staff in emotional circumstances e.g. bereavement, terminal illness, suicide.	4(b)	25
16.	Working Conditions	Occasional unpleasant working conditions Verbal aggression	2(a)	7
JE Score: 333-338			Band 5	



Profile Suite and Label	Chaplain
Job Statement	1. Delivers and contributes to the development of a chaplaincy service. 2. May supervise assistant chaplains: may provide specialist teaching.

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information, agreement or co-operation required Pastoral, religious, spiritual support for distressed patients, clients and the bereaved.	5(a)	45
2.	Knowledge, Training & Experience	Specialist knowledge across a range of procedures underpinned by theoretical knowledge Knowledge of a range of religions and faiths plus hospital-related chaplaincy procedures; acquired through degree or equivalent training.	6	156
3.	Analytical and Judgement Skills	Complex facts or situations requiring analysis, interpretation comparison of a range of options Comparison of a range of complex facts before advising staff, patients or carers on spiritual issues, analysis of complex multi-cultural issues.	4	42
4.	Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plans religious services, own workload, surveys and audits.	2	15
5.	Physical Skills	Physical skills obtained through practice Word processor, keyboard use, driving skills	2	15
6.	Patient/Client Care	Provide specialised advice in relation to care Provide spiritual and emotional support to patients and clients	5(c)	30
7.	Policy/Service Development	Implements policies and propose changes to practices, procedures for own area Implements chaplaincy service policies and comments on the development of new policies	2	12
8.	Financial & Physical Resources	Handle cash, maintain stock control, authorised signatory, small payments Handles collections and donations, maintain chaplaincy supplies, authorise small payments	2(a)(c)(d)	12
9.	Human Resources	Demonstrate own activities to new or less experienced employees, day-to-day supervision, delivers specialist teaching Demonstrate duties, supervises assistant chaplains, volunteers. Provides specialist e.g. multi-faith teaching to other disciplines	1- 2(a) – 3(c)	5-12- 21
10.	Information Resources	Record personally generated information Updates client records	1	4
11.	Research & Development	Undertakes surveys or audits, as necessary to own work Participants in e.g. faith surveys	1	5
12.	Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised / board occupational policies Chaplaincy work is managed rather than supervised / freedom to initiate action within chaplaincy procedures	3-4	21-32



13.	Physical Effort	Combination of sitting, standing and walking Walking between work areas, some work in awkward positions	1	3
14.	Mental Effort	Frequent concentration, work pattern unpredictable Concentration for pastoral support to patients, clients, carers, daily devotions/unpredictable work pattern due to unexpected deaths or situations	3(a)	12
15.	Emotional Effort	Frequent highly distressing or emotional circumstances Supporting patients, clients, relatives, staff in emotional circumstances e.g. bereavement, terminal illness, suicide.	4(b)	25
16.	Working Conditions	Occasional/frequent unpleasant working conditions Verbal aggression	2(a) – 3(a)	7-12
JE Score: 409-441			Band 6	



Profile Suite and Label	Chaplain Team Manager
Job Statement	1. Develops and maintains a chaplaincy service. 2. Supervises/manages chaplains: may provide specialist teaching.

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information, agreement or co-operation required Pastoral, religious, spiritual support for distressed patients, clients, carers and the bereaved.	5(a)	45
2.	Knowledge, Training & Experience	Specialist knowledge across a range of procedures underpinned by theory Knowledge of a range of religions and faiths plus hospital-related chaplaincy procedures; acquired through degree or equivalent training and experience	6	156
3.	Analytical and Judgement Skills	Complex facts or situations requiring analysis, interpretation comparison of a range of options Comparison of a range of complex facts before advising staff, patients or carers on spiritual issues, analysis of complex multi-cultural issues.	4	42
4.	Planning & Organisational Skills	Plan and organisation of complex activities or programmes, requiring formulation, adjustment Plans the chaplaincy service, organise trust-wide seminars for local clergy/faith leaders, plans team activities	3	27
5.	Physical Skills	Physical skills obtained through practice Word processor use, driving skills	2	15
6.	Patient/Client Care	Accountable for direct delivery of sub-division of a clinical, clinical technical or social care service Delivers a trust-wide chaplaincy service (treated as equivalent to a subdivision of service)	6(d)	39
7.	Policy/Service Development	Propose policy or service changes, impact on own area Develops policies with wider impact e.g. bereavement	3	21
8.	Financial & Physical Resources	Authorised signatory, hold delegated budget Sign off travel expenses, holds delegated chaplaincy budget	3(a)(d)	21
9.	Human Resources	Day to day supervision/teach/deliver specialist training/line management for single function or department Day to day management of chaplaincy staff, provides specialist teaching to other disciplines/line manager for chaplaincy staff	3(a)(c) - 4(a)	21-32
10.	Information Resources	Record personally generated information Updates client records	1	4
11.	Research & Development	Undertakes surveys or audits, as necessary to own work Participants in e.g. faith surveys	1	5
12.	Freedom to Act	Broad occupational policies Work independently, freedom to initiate action within organisational aims and objectives	4	32



13.	Physical Effort	Combination of sitting, standing and walking Walking between work areas, some work in awkward positions	1	3
14.	Mental Effort	Frequent concentration predictable, work pattern unpredictable Concentration for pastoral support to patients, clients, carers, daily devotions, unpredictable work pattern due to unexpected deaths or when working in mental health units	3(a)	12
15.	Emotional Effort	Frequent highly distressing or emotional circumstances Supporting relatives after a patient dies, after suicide or sudden death, dealing with relatives of patients	4(b)	25
16.	Working Conditions	Occasional/frequent unpleasant working conditions Verbal aggression	2(a) – 3(a)	7-12
JE Score: 475-491			Band 7	