Australian Government

Department of Education, Employment and Workplace Relations

PUADEFCH001B Provide pastoral care

Revision Number: 1

ISC INDUSTRY SKILLS COUNCILS

Creating Australia's Future

PUADEFCH001B Provide pastoral care

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor	This unit covers the competency required to provide pastoral care and counsel to members of an organisation.
	Chaplains are required to be religious leaders immersed in the practices of their accredited faith group and to operate within a spiritual framework. This includes the provision of spiritual advice and support on a day-to-day basis to members of the organisation and their family members.
	This competency is required by all Defence chaplains.

Application of the Unit

Application of the Unit	The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.
	This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite Unit/s   Nil

Employability Skills Information

Employability Skills   This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.	Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. **Encourage spiritual formation in the organisation**	1.1 Mental, emotional and spiritual well being of the *organisation* community is monitored and documented
	1.2 Frameworks for responding to crises are provided in accordance with *organisational requirements*
	1.3 Opportunities for the organisation community to deepen spiritual awareness are provided
	1.4 Spiritual quests of the organisation community are attended to
2. **Provide supportive networks**	2.1 Information on availability of chaplaincy and other pastoral services is provided to the organisation and organisation members
	2.2 *Pastoral care* and welfare programs are implemented in accordance with organisational requirements
	2.3 Collaborative relationships with local clergy are established
	2.4 Family members are supported in their home in accordance with organisational requirements
	2.5 Liaison with support agencies is undertaken and maintained
3. **Administer the pastoral care of the organisation**	3.1 The specific needs of organisation members are determined through consultation
	3.2 An appropriate program is developed in liaison with the organisation members and coordinating authority
	3.3 Pastoral care is provided for organisation members in accordance with organisational requirements
	3.4 Pastoral support to organisational members in their work, home and leisure environments is provided in accordance with organisational requirements
	3.5 Pastoral support is provided to family members in crisis in accordance with organisational requirements
	3.6 Pastoral issues and trends are reported in accordance with organisational requirements
4. **Counsel organisation members and their**	4.1 Assessment of the organisation's members seeking counsel is conducted in accordance with

families	organisational requirements
	4.2 Relationship is established and maintained with community members
	4.3 *Pastoral counselling* is conducted in accordance with organisational requirements
	4.4 Community members are referred to *appropriate agencies* in accordance with organisational requirements
	4.5 Post trauma pastoral care programs are implemented as required
5. **Maintain records**	5.1 Pastoral care and counselling proceedings are documented in accordance with organisational policy
	5.2 *Records* are maintained in accordance with organisational requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- meet denominational or multi-faith requirements
- communication skills including the capacity to:
- read and interpret spoken and written texts which include abstract ideas and symbolism
- present abstract and symbolic ideas to groups and individuals
- take part in and facilitate interpersonal exchanges with groups and individuals, selecting language style suitable to audience and context for the purpose of establishing, maintaining and developing relationships, exploring issues and or problem solving
- actively listen, summarise and clarify ideas
- provide positive and empathetic feedback
- use a variety of verbal and non-verbal communication techniques including body language, language style and gesture
- follow instructions and report information
- organisational
- planning
- counselling
- facilitate small group discussion
- liaison
- analytical and evaluation
- retain professionalism under duress
- encourage members of faith group

Required Knowledge

- world religions together with associated religious beliefs and practices
- denominational doctrines, worship and practices
- principles of chaplaincy care
- relevant organisational processes and protocols
- relevant records maintenance requirements
- relevant support agencies
- code of behaviour
- organisation guidelines and standards for privacy, confidentiality, defamation, duty of care
- professional codes of practice
- ethical standards
- verbal and non-verbal communication techniques including body language, language style, active listening, questioning

REQUIRED SKILLS AND KNOWLEDGE

- composition of faith group

Evidence Guide

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessment must confirm the ability to meet denominational or multi-faith requirements and to facilitate the spiritual formation of the organisation
	It is essential that competency in this unit is demonstrated through the provision of pastoral care in a caring, non-intrusive and non-judgemental manner
	Consistency in performance
	Competency should be demonstrated over time in a range of actual and/or simulated pastoral care contexts to ensure competency is demonstrated in a full range of pastoral care, support and counselling activities
Context of and specific resources for assessment	**Context of assessment**
	Competency should be assessed in the workplace or in a simulated work environment.
	When assessing this unit consideration should be given to limitations placed on the provision of pastoral care due to specific organisational policies.
	Specific resources for assessment
	There are no special resource requirements for this unit
Guidance information for assessment	Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

Range Statement

RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

Organisations may include	Australian Defence Force
	Police forces
	Fire services
	Emergency services
Organisational requirements may include	Legislation
	Policies
	Procedures
	Practices
	Standards
	Conventions
	Denominational or multi-faith requirements
	Goals, objectives, plans, systems and processes
	Access, equity and diversity principles and practices
	Quality and continuous improvement processes and standards
	Ethical standards
	Performance plans
	Defined resource parameters
Pastoral care may include	Maintenance of the spiritual well being of the individual
	Conduct of religious observances and activities
	Provision of support services
	Provision of pastoral advice
	Pastoral counselling
	Management of a chapel
Pastoral counselling may include such matters as	Relationship
	Family/domestic situations
	Professional

RANGE STATEMENT

	Career
	Denominational
	Ecumenical
	Vocational
	Multi-faith
	Secular contexts
Appropriate agencies may include	Welfare agencies
	Legal agencies
	Financial agencies
	Government departments
Records to be maintained may include	Ecclesiastical records required by legislation or faith group
	Specific records that are required by the organisation

Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/s   Nil