



Australian Government

DEFCH001B Provide pastoral care

Release: 2

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Modification History

Release	TP Version	Comments
2	DEF12V2	Layout adjusted. No changes to content.
1	DEF12V1	Primary release.

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

As agreed in the creation of this Training Package, applications for units transferred from the PUA00 Public Safety Training Package will be developed as part of continuous improvement plans, and taking into account the change in Unit of Competency format as detailed in templates for Streamlined Training Packages.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 families	4.1 Assessment of the organisation's members seeking counsel is conducted in accordance with 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

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
- composition of faith group

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

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.

<i>Organisations</i> may include:	• Australian Defence Force • Police forces • Fire services • Emergency services
<i>Organisational requirements</i> 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
<i>Pastoral care</i> 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
<i>Pastoral counselling</i> may include:	• Relationship • Family/domestic situations • Professional • Career • Denominational • Ecumenical • Vocational • Multi-faith • Secular contexts
<i>Appropriate agencies</i> may include:	• Welfare agencies • Legal agencies • Financial agencies

	• Government departments
<i>Records to be maintained</i> may include:	• Ecclesiastical records required by legislation or faith group • Specific records that are required by the organisation

Unit Sector(s)

Not applicable.