



ROLE PROFILE

Role Title:	Volunteer Chaplain
Responsible to:	Senior Chaplain
Responsible for:	No Supervisory Responsibility
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
Required Vetting Level:	RV – Recruitment Vetting
Date Published:	31 st January 2017

Role Purpose	To provide and co-ordinate an inter-denominational pastoral support service to police officers and staff officers employed by South Wales Police, together with support for Special Constables, and other volunteers whilst working for the force, and their families.
Main Responsibilities	<ul style="list-style-type: none"> To be committed to the mission and values of the Force and having the drive and enthusiasm to provide positive support to staff within the force. To offer a service which is available to all within the Force, that is individuals and groups of any or no faith/religious tradition. To work alongside senior management, yet retaining independence within the organisational structure of the Force. From this privileged position, the Chaplaincy service will offer the availability of non-directive, non-evangelistic and confidential counsel. The role of Chaplain in this instance will form part of a network of volunteer Local Chaplains. The aim will be to provide access to the chaplaincy service in each main policing area of the force. To provide individuals with pastoral support and care, as requested, assisting them through any life problems and difficulties, in order to help them continue with their work. To act as a resource to the Force and participate in appropriate consultative issues and advise to management on relevant policy matters. To perform any police related religious services or ceremonies, as appropriate, ensuring that a suitable level of representation is available at the occasion. This may include some force-wide service commitments and, at a local level, marriages, funerals etc.
	<p>Customer Service and Representation</p> <ul style="list-style-type: none"> To present a positive image and service to both internal and external customers Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service Maintain confidentiality in relation to data protection issues and Management Of Police Information (MOPI) standards

	<p>In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.</p>
<p>Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • The role of Police Chaplains will be fulfilled by members of the clergy/ministers/lay leaders drawn from all denominations of the Christian Church, or other religious faith groups • Each Chaplain should be an ordained member or a licensed/recognised lay-leader of a major Christian denominational or of another world religion <p>Desirable</p> <ul style="list-style-type: none"> • Welsh Language Level 1 - Can say place names / Welsh first names or Welsh signs correctly e.g. Tonyrefail, Angharad, Ysbyty Gwynedd, etc. Can recognise departments and locations in Welsh e.g. Pencadlys (HQ). Can greet and introduce others using basic linguistic courtesy such as e.g. Bore da, Prynhawn Da, Croeso, Diolch yn Fawr, etc. • The post holder should have an empathy with and an understanding of the Police Service and the problems encountered within society.
<p>Knowledge</p>	<p>Essential</p> <ul style="list-style-type: none"> • Develop an up-to-date awareness of the structure and culture of South Wales Police and the way in which it works, in order to understand the day-to-day pressures placed upon its employees and their families <p>Desirable</p> <ul style="list-style-type: none"> • Must have a willingness to undergo appropriate training required by the role. This will include periodic local orientation, communication and safety training; each Chaplain will also be expected to attend a training course provided by the National Association of Chaplains to the Police within a reasonable period of accepting the role. • Each Chaplain will normally be expected to attend occasional Chaplaincy Planning, Training and Communication meetings within the South Wales Police Area, whenever possible.
<p>Personal Qualities</p>	<p>Professionalism Acts with integrity, in line with values of the Police Service Upholds professional standards, acting honestly and ethically and challenges unprofessional conduct or discriminatory behaviour</p> <p>Openness to Change Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge</p>

	<p>Service Delivery Understands the organisation’s objectives and priorities and how work fits into these Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well</p> <p>Decision Making Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest</p> <p>Working with Others Works co-operatively with others to get things done, willingly giving help and support to colleagues Is approachable, developing positive working relationships Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively Is courteous, polite and considerate, showing empathy and compassion Deals with people as individuals and address their specific needs and concerns Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non judgemental approach regardless of their background or circumstances</p>
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All Volunteer Chaplains of South Wales Police must display the qualities to be able to work in an organisation with minority groups and provide service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to work place bullying or any other form of discriminatory behaviour.

This is an unpaid voluntary position, however volunteer chaplains are expected to commit a minimum of eight hours (8 hours) each month to their chaplaincy duties. All reasonable expenses will be paid in connection with the role by South Wales Police in line with their current volunteer policies.

Method of Assessment

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

Qualifications	Yes
Skills	Yes
Knowledge	Yes
Personal Quality – Serving the Public	
Personal Quality – Professionalism	
Personal Quality – Openness to Change	
Personal Quality – Service Delivery	
Personal Quality – Decision Making	
Personal Quality – Working with Others	