



## Supervisor, Chaplaincy Job Description

**Department:** Programs  
**Branch:** Hastings Chaplaincy & Outreach  
**Location:** 601 East Hastings, Vancouver  
**Reports to:** Manager, Hastings Chaplaincy & Outreach

### Job Summary:

This position will be responsible for providing Christian Chaplaincy to members of the Downtown Eastside community and overseeing the ministry of the HC&O Chaplaincy Team. With the Manager, you will develop and maintain a healthy culture within the HC&O branch, offering direction for the Chaplaincy ministry while providing spiritual leadership and support for the individuals within this team. You will offer best practices of chaplaincy and contextualize them to effectively serve people who have been marginalized or face multiple barriers.

As part of the HC&O branch leadership team you are responsible for contributing to and implementing the overall vision for the branch and the specific vision for Chaplaincy. You will be a clear communicator and solution-focused problem solver with strong administrative skills. You will oversee staff, interns, practicum students, and volunteers for the Chaplaincy team, building trust and fostering effective team relationships to provide excellent guest care.

As a spiritual leader you will be committed to humble service, faithful discernment, and authentic submission to God's direction, becoming a role model of Christlikeness for your team. From this posture you will work to ensure the wellbeing of our community by empowering and encouraging staff and enhancing our guest care and services in ways that are consistent with Union Gospel Mission's Vision and Core Values.

### Main Duties and Responsibilities:

- Model Christ in word and deed.
- 45% - Offer Christian Chaplaincy emulating Christ through incarnational presence and intentional engagement with community members in the Downtown Eastside who experience marginalization or face multiple barriers. Provide pastoral care, prayer, and spiritual guidance as you meet with people on-site, in the streets, at their homes, or in the hospital.
- 15% - Partner with the HC&O Leadership Team to provide branch direction and oversight of ministry. Creatively and wisely problem-solve and handle complex and difficult issues with staff or guests, including debriefing critical events. Ensure timely follow-up on action items for effective outcomes and to accomplish branch goals.
- 10% - With the Manager of HC&O, develop and implement a vision for Chaplaincy. Hire, orient, train, supervise, and conduct performance reviews of direct reports. Walk alongside direct reports providing regular encouragement, praying with and for them, and empowering leadership. Mentor practicum students and volunteers.
- 10% - Provide spiritual leadership by regularly participating in, planning, or leading prayer times, memorial services, retreats, chapel services, and other activities providing spiritual care or fostering spiritual growth.
- 10% - Network and collaborate with internal and external partners
- 5% - Plan and participate in staff meetings, training and development opportunities.
- 5% - Review and report on KPIs, prepare and contribute to reports, ensure all staff and client

documentation is done accurately and promptly. Arrange and oversee practicum student and volunteer placements on the Chaplaincy team.

- Adhere to all UGM published policies, practices, and procedures, including Occupational Health and Safety.
- Other duties as required.

### **Knowledge, Skills and Abilities:**

- Agreement with UGM's Mission Statement (see [www.ugm.ca](http://www.ugm.ca)) and Statement of Faith.
- A vibrant and growing relationship with Jesus Christ, our Creator, as Saviour and Lord.
- Bachelors' Degree in Divinity, Theology or Christian Studies from a recognized, fully accredited university (Master's level an asset).
- 3 units, at least 1 advanced, of supervised Clinical Pastoral Education (CPE) from the Canadian Association of Spiritual Care (CASC)
- 5+ years' experience in a recognized Christian ministry.
- Supervisory experience with the ability to mentor, motivate, and direct a team.
- Consideration may be given to alternate combinations of lived experience and education.
- Experience with and a heart for supporting people who have been marginalized.
- Experience working in a multi-ethnic and social-economic diverse community.
- Experience dealing with complex matters and a demonstrated ability to de-escalate tense situations that could erupt in aggressiveness or violence.
- Experience working with Indigenous people is an asset.
- Excellent oral, written and interpersonal communication skills with the ability to clearly and effectively communicate across the organization and externally.
- A commitment to ethical practices and the ability to maintain confidentiality regarding sensitive matters relating to the organization or those accessing services.
- Ability to work independently; self-motivated and disciplined.
- Excellent time management and administrative skills.
- Intermediate computer skills (Excel, Word, and Outlook).
- Valid Class 5 drivers' license is required.
- Complete UGM Non-Violent Crisis Intervention Course.

### **Behavioural Competencies:**

- **Adaptability/ Flexibility (Level 3)**  
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-likeness (Level 3)**  
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Client Service Orientation (Level 3)**  
Provide service excellence by focusing efforts on discovering and meeting needs within personal, professional, and organization capacities and boundaries.
- **Interpersonal Rapport/Savvy (Level 3)**  
Establish and maintain relationships with others based on mutual respect, trust, sensitivity, transparency, empathy, compassion, tact, and diplomacy.
- **Leadership (Level 3)**  
Help others achieve excellent results and create enthusiasm for a shared vision and mission, despite critical debate and adversity.
- **Self-Care (Level 3)**  
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Self-Management (Level 3)**  
Manage emotions and strong feelings while maintaining a calm and tactful demeanor under a broad range of challenging circumstances.

- **Teamwork and Cooperation (Level 3)**  
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

**Working Conditions:**

- **Hours of Work**  
This position is scheduled as Tuesday - Saturday, daytime hours with a minimum of 1 evening shift per week. There is flexibility for the person to set their own schedule within defined parameters. Some work on scheduled days off or after-hours is expected. Overtime and work on statutory holidays may be required.
- **Work Location**  
Work is generally performed indoors, with up to 50% of the time spent outdoors in all types of weather.
- **Physical Requirements**  
Duties require extended periods of standing and/ or walking. Duties require occasional periods of climbing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Employees are required to look at a computer screen for up to 70% of the time. Must be able to lift up to 50lbs occasionally.
- **Work Conditions**  
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Regular environmental exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hazards**  
Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working frequently with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employee is required to hear information about clients' lives which may be troubling or upsetting and may cause emotional issues including vicarious trauma.
- **Other**  
Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

**Employee's Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_