

CAPABILITIES AND COMPETENCIES OF HEALTHCARE CHAPLAINS

The statement¹ of capabilities and competencies describes what individuals need to do and know in order to carry out their specific work activities. The framework sets out the performance criteria to be met and the knowledge and understanding required to undertake the activities successfully.

Domain	Capability	Content	Competencies
A - The NHS in context	<p>A1 - History and background</p> <p>In conducting their practice, the chaplaincy registrant takes full account of the history and origins of the modern healthcare system in the UK and the framework of legislation and policies which underpins it.</p>	<ul style="list-style-type: none"> • The origins, direction, policies and strategies of the NHS at national and local levels • Legislation, policies and procedures which affect health, safety and security of people at work. • Risk management, Quality management, standards, clinical negligence and public interest. • Legislation, policies and procedures which affect equal opportunities, equality and diversity. 	<ul style="list-style-type: none"> • Analyse policies and strategies and adapting own practice accordingly. • Work consistently within legislation, policy and strategies.

¹ In all these papers, use of the word ‘he’ should be taken also to include ‘she’. Similarly, use of the word chaplain should be taken to include spiritual care-giver

Domain	Capability	Content	Competencies
	<p>A2 - Team working</p> <p>The chaplaincy registrant recognises and works to promote the place of spiritual care within the spiritual care team, local multidisciplinary teams and the wider healthcare team.</p>	<ul style="list-style-type: none"> • Understanding of local spiritual care team, multidisciplinary teams and the wider healthcare team; • Knowledge of teams, groups and team building • Understanding of communication within teams and team dynamics <p>KSF C1, 3, 4, 5.</p>	<ul style="list-style-type: none"> • Practice within agreed protocols • Contribute to multi-disciplinary working • Understand dynamics within teams
	<p>A3 - Staff support</p> <p>The chaplaincy registrant builds working relationships with members of staff and volunteers and responds to requests for personal and professional support.</p>	<ul style="list-style-type: none"> • Knowledge of the spiritual needs of healthcare professionals • Knowledge of workplace stress and personal stress • Literature on provision of support, spiritual and religious care, or counselling skills <p>KSF C1, 2; G6; HWB4, 5, 7</p>	<ul style="list-style-type: none"> • Build working relationships with staff, volunteers and workplace groups • Work confidentially in response to staff requests for personal support • Work effectively in response to staff requests • Recognise own limitations and skill base • Facilitate referrals to other agencies/ professionals as appropriate

Domain	Capability	Content	Competencies
	<p>A4 - Chaplain to the organisation and in the community</p> <p>The chaplaincy registrant is aware of and fulfils their role in the major incident plan; responds to staff issues and events that need a communal recognition and action; and participates in wider promotion exercises.</p>	<ul style="list-style-type: none"> • Local and national policy and procedure for significant events; • Literature on acts of remembrance; • Literature on significant events and their impact on individuals and groups. <p>KSF C4; HWB7.</p>	<ul style="list-style-type: none"> • Respond to major incident procedures • Respond to unplanned events • Create and lead corporate acts of spiritual significance • Provide a spiritual or religious perspective for the Hospital or Unit • Connect to health-related projects in faith communities and belief groups
<p>B - Spiritual and pastoral care</p>	<p>B1 - Spiritual assessment and intervention</p> <p>The chaplaincy registrant, in partnership with the individual and the healthcare team, assesses the spiritual needs and resources of the individual and their family/carers and responds with interventions (which can include referral to other internal and external care providers).</p>	<ul style="list-style-type: none"> • Literature relating to needs, especially spiritual needs • Knowledge of internal and external sources of spiritual support • Local and national directory of sources of spiritual support <p>KSF C1, 6; HWB2, 4, 6, 7; IK1, 2.</p>	<ul style="list-style-type: none"> • Assess spiritual needs and resources of individuals • Respond to assessment with spiritual care • Respond to assessment in cases of divergent beliefs • Facilitate spiritual care suitable for any belief group • Facilitate referrals to other forms of spiritual care • Protect individuals from unwanted visits • Record assessments, treatments, interventions and outcomes

Domain	Capability	Content	Competencies
	<p>B2 - Religious assessment and intervention</p> <p>The chaplaincy registrant, in partnership with the individual and the healthcare team, assesses the religious needs and resources of the individual and his or her family/carers and responds with interventions which can include referral to a faith community or belief group representative.</p>	<ul style="list-style-type: none"> • National and local manuals for spiritual and religious care • Knowledge of faith communities and belief groups and the different denominations and strands of thought within them • Knowledge of religious rites and practices • Directories of local and national faith community and belief group representatives <p>KSF C1, 6; HWB2, 3, 4, 6, 7; IK1, 2.</p>	<ul style="list-style-type: none"> • Assess religious needs of individuals • Respond either through own faith tradition or facilitate through another • Facilitate suitable resources for religious observance of any faith • Protect individuals from unwanted visits <p>Record assessments, treatment plans, interventions and outcomes</p>

Domain	Capability	Content	Competencies
<p>C - Practicing chaplaincy as a healthcare professional</p>	<p>C1 - Professional practice</p> <p>The chaplaincy registrant continually develops and updates their knowledge of spiritual and religious care, current policy, and research evidence relevant to chaplaincy services, and uses this to promote and develop effective, evidence-based practice.</p>	<ul style="list-style-type: none"> • Literature on spiritual care and practice • Literature on religious care and practice • Literature on equality and diversity • Key government and local policies, standards and guidelines • Pathways and assessments used in spiritual and religious care <p>KSF HWB2, 4, 6; IK1, 2, 3; C4,6; IK1,2.</p>	<ul style="list-style-type: none"> • Recognise forms of spiritual need • Recognise forms of religious and cultural need • Respond to unhelpful forms of religion and spirituality • Maintain knowledge of world faiths and belief groups • Maintain referral process and protocols and monitor their effectiveness • Maintain appropriate documentation of patient encounters • Prioritise demands on time and attention • Apply relevant policies and protocols in partnership with colleagues • Apply knowledge of accountability in practice • Recognise responsibility for safe and effective working • Evaluate and incorporate relevant research findings • Contribute to audit and research within chaplaincy practice

Domain	Capability	Content	Competencies
	<p>C2 - Ethical practice</p> <p>The chaplaincy registrant maintains and develops their knowledge of culture, diversity, ethical, professional and legal theory and frameworks. This knowledge is used to support interactions with individuals using spiritual care services.</p>	<ul style="list-style-type: none"> • Professional codes of conduct • Literature on ethical theory • Literature on ethical issues, e.g. informed consent, decision making, culture and diversity, duty of care, ethics and legalities <p>KSF C6; HWB4; IK3.</p>	<ul style="list-style-type: none"> • Understand and apply ethical principles • Differentiate personal beliefs from healthcare ethics • Provide ethical, pastoral and theological resource to individuals and the organisation
	<p>C3 - Communicating</p> <p>The chaplaincy registrant maintains and develops the communication skills necessary for the spiritual and religious care of individuals and groups.</p>	<ul style="list-style-type: none"> • Communication skills theory • Communication skills education and training • Literature on counselling, pastoral care, or listening skills <p>KSF C1; HWB2, 6.</p>	<ul style="list-style-type: none"> • Use communication skills to provide pastoral care to individuals • Identify language needs and access interpreting services • Communicate with individuals on complex matters • Contribute to inter-professional communication • Maintain confidentiality and obtain informed consent

Domain	Capability	Content	Competencies
	<p>C4 - Education and training</p> <p>The chaplaincy registrant contributes to internal education and training programmes and the education of external voluntary and healthcare groups.</p>	<ul style="list-style-type: none"> • Standards for staff induction • Standards for spiritual care provision • Spiritual care policies <p>KSF G1, 6</p>	<ul style="list-style-type: none"> • Contribute to induction for new staff • Present training sessions in the organisation • Present training sessions to external groups • Support and manage chaplaincy volunteers • Train and manage newly appointed chaplains
<p>D - Reflective practice</p>	<p>D1 - Reflective practice</p> <p>The chaplaincy registrant reflects upon issues of chaplaincy practice in order to develop and inform their own practice.</p>	<ul style="list-style-type: none"> • Methods and models of reflective practice • Professionalism and therapeutic boundaries • Developing self awareness and practice <p>KSF C2; G1, 5, 6.</p>	<ul style="list-style-type: none"> • Understand different models of reflective practice • Use a structured method of reflective practice for case material • Use a structured method of reflective practice for therapeutic relationships • Facilitate reflective practice for others • Discuss the limits of own capabilities and competencies to develop practice

Domain	Capability	Content	Competencies
	<p>D2 - Personal spiritual development</p> <p>The chaplaincy registrant reflects theologically or philosophically on their own practice.</p>	<ul style="list-style-type: none"> • Spiritual and religious literature • Working with a spiritual director • The use of praxis, or theologically informed practice • The use of meditation • Retreat or pilgrimage • Literature related to personal development <p>KSF C2, 6</p>	<ul style="list-style-type: none"> • Keep abreast of theological developments relevant to chaplaincy • Integrate personal beliefs and external experiences • Maintain the discipline expected within the chaplain’s own faith community or belief group • Acknowledge and work to accepted boundaries of spiritual care • Maintain appropriate standards of personal self care