

# CAPABILITIES FRAMEWORK

FOR SPIRITUAL CARE PRACTITIONERS



Spiritual Care Australia



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Recommended citation:

Spiritual Care Australia. (2023) Capabilities Framework for Spiritual Care Practitioners. Melbourne, Australia

# Acknowledgements

Spiritual Care Australia acknowledges with gratitude the contributions of the following people in the development and review of this Framework:

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Spiritual Care Australia acknowledges with gratitude the generosity of Spiritual Health Association (SHA) in offering their Capability Framework (2020) as a foundation for the development of this Framework.

Spiritual Care Australia acknowledges that our work takes place on the lands of the Wurundjeri people of the Kulin nation. We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

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# Foreword

Throughout Australia Spiritual Care Practitioners are embedded within organisations across sectors, caring for the spiritual and emotional needs of clients. They function within multidisciplinary teams, often in emotionally fraught, high-pressure environments. The skill set from which they draw has been refined and crafted from a long heritage of spiritual practice across cultures, religions and ages. Yet too often, the depth of professional experience and skill they bring to the table has not been valued as it should be.

There are numerous reasons for this: some question what anchors and legitimises spiritual care when it is not offered by ordained clergy representing institutionalised religion. The historic association of spiritual care with formal religious contexts or ordained clergy is for others an (understandable) sore point given their experience of religious trauma or harm, or having witnessed this happen to those they love. Still others are seeking ways to engage with and express genuine spirituality that is untethered from historic faith communities. Then there are those who find themselves unexpectedly experiencing a life-altering event, who turn to spiritual carers to help make meaning and find a way forward.

At Spiritual Care Australia (SCA), we recognise that many members generously volunteer their time and commitment to provide spiritual care across industries and sectors, including hospitals, emergency services, defence force cadets, sporting clubs, schools, law courts, emergency and correctional services. Nearly 40% of Australian volunteers have been doing so for more than ten years, gathering vital skills, knowledge and expertise in the process. We believe this professional practice should be recognised.

In addition to this, some members are functioning in high level, senior management and strategic leadership capacities that elevate, deepen and enrich the culture of the organisations and systems in which they work. This, too, should be recognised and rewarded.

In 2013, with the introduction of the *Spiritual Care Australia Standards of Practice* (2013), my predecessor, Carl Aitken wrote, 'The importance of addressing the spiritual care needs of individuals is endorsed in most professional settings. It is essential that people receiving spiritual care be afforded dignity and protection, and these standards emphasise this in defining a person-centred approach to service delivery.'

In 2023 we face the challenge of a spiritual care sector which is both increasingly professional and highly trained, yet largely unregulated. This Capabilities Framework builds on the Standards of Practice to establish consistent guidelines for the credentialing of appropriately qualified Spiritual Care Practitioners across all sectors in which they are engaged across Australia. We envision this becoming a vital tool that provides both clarity and safety for practitioners, employers and education providers.

At times, this document uses the language of 'health'. This is done deliberately, in recognition that holistic well-being includes spiritual and relational health. Similarly, we speak of 'collaborative care' and 'multi-disciplinary teams'. This is a recognition that Spiritual Care Practitioners do not (and should not!) work in isolation, but are part of a broader team of care providers within their immediate context and sector.

This document builds upon the SCA Standards of Practice, seeking to develop a Capabilities Framework that is applicable across all industries in which SCA members practice. It is based upon the framework developed by our colleagues at Spiritual Health Association (SHA), who referenced the *SCA Standards of Practice* in the development of their *Capability Framework for Spiritual Care Practitioners in Health* (2020). This document

is indebted to SHA for their partnership, collaboration and expertise. I am particularly grateful for the wisdom and experience of Cheryl Holmes (OAM), CEO of Spiritual Health Association.

This framework would not have been produced without the wisdom, energy and expertise of the SCA Credentialing Committee, astutely led by Christopher Turner. I would also like to acknowledge the practitioners, stakeholders and education providers who contributed to the development of this framework through their willingness to review it and offer advice. We are grateful. Thank you!

It is my hope that this document, the cumulative result of such a wealth of expertise will ensure the safety and flourishing of practitioners, clients and organisations by creating a new benchmark for the practice of Spiritual Care in Australia.

A handwritten signature in black ink, appearing to read 'Karen Pack', written in a cursive style.

Dr Karen Pack  
National President Spiritual Care Australia  
June 2023

# Introduction to SCA Capabilities Framework

As the peak Australian body for Spiritual Care, Spiritual Care Australia (SCA) recognises the importance of having professional, skilled, and experienced practitioners whose capabilities and competence can be assessed and credentialed according to a capabilities framework. This new capabilities framework has been developed in conjunction with the Spiritual Health Association, and representatives from key stakeholders in sectors relating to the training and provision of Spiritual Carers throughout Australia. SCA certifies Spiritual Care Practitioners (SCP) across various organisations and industries, including hospitals, the Defence Force, Correctional Services, the Emergency Services, Disaster Recovery, Aged Care, and Education.

The new SCA Spiritual Care Capabilities Framework and corresponding credentialing reflect SCP-relevant professional knowledge, skills, supervised reflective practice, placement, and spiritual care experience rather than employment status or designated role title. The SCA capabilities framework is designed to provide spiritual care practitioners (whether employed or voluntary), education providers and employing organisations with clear guidelines, uniform language, role clarity and boundaries for credentialed SCP and uncredentialed carers. SCA also recognises the legal and ethical responsibilities organisations must employ to engage an SCP of sufficient professional knowledge, skill and experience for the role in which they have been engaged.

Spiritual Care Australia is committed to providing ongoing professional development for all our members through our online Professional Development program and annual face-to-face conference, and to partnering with education providers who can provide recognised pathways into Spiritual Care.

It is our hope that this new Capabilities Framework will facilitate the implementation of clear criteria for the professional accreditation of SCPs in line with their training, experience and capacity. Such clarity is vital to ensure the ongoing safety of all recipients of care, practitioners, and the structures within which they practice.

*Spiritual Care Australia Board President, Executive Officer and Membership Registrar*  
June 2023

## Purpose

The Spiritual Care Australia (SCA) Capabilities Framework provides a clear outline of expected capabilities and standards in the professional practice of spiritual care for both practitioners and students. The four levels of professional capability outlined in the framework correspond directly with the four levels of professional membership and the criteria for professional education.

The Capabilities Framework is designed to give practitioners, employers, and educators a consistent professional standard that is broadly applicable across sectors. It is intended that practitioners will be able to use the framework to assess where they are currently situated in their professional development. Employers will be able to apply the framework in the process of recruitment and professional development, and have confidence that they are acting in line with a consistent industry standard. Educators will be able to use the framework to develop pathways that equip students in the required professional capabilities, with the confidence that this will be recognised by SCA and potential employers.

## Background

The SCA Capabilities Framework has developed in response to ongoing calls for the spiritual care sector to standardise its professional capabilities across the industries and contexts within which its practitioners provide services. The professionalisation of spiritual care services within the Victorian public health sector over the last four decades has served as a primary example of the need for consistent professionalisation to occur in all contexts.

In recognition of the developments in the health sector and in response to the growing need for clear and consistent education pathways for professionals, the final report of the SCA Equivalencies and Education Advisory Group (2017) included a key recommendation that SCA “Review SHV Capabilities Framework with a view to developing SCA capabilities framework (applicable to all SC fields).” Related to this recommendation, the report included two key advisory points. Firstly, that SCA “review The Standards of Practice, membership categories and criteria”, and secondly that SCA “develop the recommended SCA Capabilities framework in tandem with the new SCA standards of practice.”

The development of this Capabilities Framework by the SCA Credentialling Committee in collaboration with the Spiritual Health Association seeks to implement these recommendations. In doing so, it brings all professional standards into alignment through SCA, as the Australian sector wide professional association, for the practice of spiritual care. The development of the framework included consultation with representatives of key industries within which professional spiritual care operates including (but not limited to) Industry, Health Care, Aged Care, Defence, Education and Correctional Services. Further consultation with education providers was also included in the process.

## Target Audience

The primary audience for the framework includes:

- Professional Spiritual Care Practitioners
- Employers
- Education Providers
- Students
- Safety and Quality Managers
- People and Culture Managers

## Relationship to membership requirements

There are two forms of membership of Spiritual Care Australia: Associate membership and Certified membership. Associate membership provides networking and professional development services to members who wish to maintain a sense of broader community within the spiritual care sector but do not wish to maintain professional accreditation. Professional membership provides accreditation at four levels of professional capability as assessed by levels of recognised professional education and ongoing professional development in line with the capabilities framework.

The four levels of professional membership are:

**Level One: *Supervised Practitioner*** (Level One Capabilities Framework)

**Level Two: *Independent Practitioner*** (Level Two Capabilities Framework)

**Level Three: *Senior Practitioner*** (Level Three Capabilities Framework)

**Level Four: *Strategic Leadership*** (Level Four Capabilities Framework)

## Overview of the Framework

This Framework outlines the expected capabilities and scope of practice for four levels of professional Spiritual Care Practitioners.

These capabilities are to be viewed as progressive stages according to the scope of practice for practitioners; that is, capabilities at Level One are assumed for Level Two, and so forth across the levels.

Each level speaks to the parameters within which practitioners are expected to work, across five domains of practice. Each domain is sectioned and contains specific elements applicable to practice across the whole range of sectors within which spiritual care practitioners provide professional services. Each domain is briefly described at the beginning of each section.

The five domains are:

1. Provision of Care: Participates in the planning, delivery and management of evidence-based client care;
2. Collaborative Care: Builds and maintains effective working relationships and works in partnership with others;
3. Values-based Care: Recognises the complexity of spiritual and organisational systems and engages in processes and activities that promote safe, quality, effective services for all;
4. Professional Integrity: Acts in accordance with professional, ethical and legal standards;
5. Professional Development: Maintains and extends professional competence and contributes to the learning and development of others.



SCA CAPABILITIES FRAMEWORK:  
FIVE DOMAINS OF PRACTICE

These capabilities are to be viewed as progressive stages according to the scope of practice for practitioners; that is, capabilities at Level One are assumed for Level Two, and so forth across the levels.

# SCA Capabilities Framework

Level 1: Supervised Practitioner  
*Able to provide spiritual care to others under supervision from a Level 3 or 4 Certified Member*

## Domain 1. Provision of Care: Participates in the planning, delivery and management of evidence-based client care

1.1.1 Plan and prepare	Prioritise and respond to routine referrals in accordance with service procedures and guidelines.
	Identify and become familiar with resources and information for introduction of service to client.
	Clearly identify client capacity and agreement to give consent to service provision.
	Identify personal and professional limitations and seek further advice as required.
1.1.2 Client engagement	Establish rapport and engage with client for provision of spiritual care.
	Establish appropriate professional boundaries according to scope of practice.
	Use active listening skills to respond compassionately to client spiritual needs.
	Demonstrate understanding, respect and acceptance of client beliefs, culture, values, knowledge, preferences and expressed needs.
	Ensure client empowerment in personal decision-making regarding spiritual needs.
	Provide client with relevant information and community resources as appropriate.
1.1.3 Perform and deliver	Perform an effective assessment to identify client spiritual needs.
	Provide care in response to identified spiritual needs of client for routine cases.
	Develop an appropriate spiritual care plan for routine cases.
	Identify and facilitate provision of relevant spiritual care resources and services for client as appropriate.
	Identify personal and professional limitations and make referrals to Senior Practitioners or other professionals as required.

1.1.4 Monitor and review	Monitor client wellbeing in response to implementation of care plan for routine cases.
	Provide spiritual care in accordance with revised spiritual need.
	Update care plan in client and other records as appropriate.
	Identify personal and professional limitations and seek relevant advice accordingly.
1.1.5 Evidence-based practice	Provide person-centred care in accordance with organisational policy and procedures.
	Participate in research programs.
1.1.6 Quality care and risk management	Document client (primary or secondary) consent regarding spiritual care provision.
	Comply with organisational and regulatory requirements regarding privacy and confidentiality.
	Comply with OHS/WHS and worker wellbeing policy and procedures.
	Identify and respond to risk factors that may affect client safety.
1.1.7 Information management	Maintain accurate, timely and concise records in accordance with organisational guidelines for data collection and documentation in client records.
	Adhere to organisational policy regarding security and storage of confidential information.
	Identify and report to Senior Practitioner any anomalies in client records or data collection.
	Demonstrate awareness of professional limitations and seek appropriate advice accordingly.

## Domain 2. Collaborative Care: Builds and maintains effective working relationships and works in partnership with others

1.2.1 Role clarity	Be fully acquainted with own role description and scope of practice, and work within these parameters.
	Be fully acquainted with own role in context of spiritual care service and relevant lines of accountability and reporting.
	Work with spiritual care team according to service priorities as guided by Senior Practitioner.
1.2.2 Workplace communication	Communicate clearly and respectfully with all people.
	Practice attentive listening in all communication processes.
	Ensure accurate and timely information sharing according to organisation policy and procedures.
	Be fully acquainted with anti-discrimination and workplace harassment legislation, and practice appropriate communication accordingly.
1.2.3 Integrated care	Participate in team meetings and work collaboratively for the effective provision of client care in routine cases.
	Maintain effective working relationships and communication with all professionals and stakeholders involved in client care.
	Participate in multidisciplinary team meetings to facilitate person-centred care in all cases.
	Contribute to handover to other professionals regarding client spiritual care as necessary.
	Identify personal and professional limitations within collaborative contexts and seek advice from appropriate people within organisational structure.
1.2.4 Conflict management	Identify and address issues of potential conflict in consultation with Senior Practitioner or direct supervisor.
	Be acquainted with grievance processes and seek advice in order to resolve conflict respectfully.
1.2.5 Reflective practice	Maintain intentional reflective practice.
	Engage in team reviews and reflective processes.

**Domain 3. Values-based Care: Recognises the complexity of spiritual and organisational systems and engages in processes and activities that promote safe, quality, effective services for all**

1.3.1 Equity and diversity	Demonstrate respect for inherent worth, dignity and self-determination of every person.
	Recognise and respect cultural identity, diversity, interdependency, and collective relationships of particular communities.
	Demonstrate self-awareness in response to diverse values, beliefs, traditions and practices.
1.3.2 Wellbeing and holistic care	Demonstrate an understanding of spiritual care within the context of client wellbeing and holistic care.
	Identify and practice spiritual care approaches as a component of client wellbeing.
1.3.3 Responsible use of resources	Ensure compliance with all policy and procedures for accountable use of organisational resources.

**Domain 4. Professional integrity: Acts in accordance with professional, ethical and legal standards**

1.4.1 Ethical and legal practice	Practice in accordance with ethical and legal requirements of the role.
	Identify and seek advice or supervision regarding ethical dilemmas and decisions.
	Report illegal or unethical conduct in accordance with organisational and legal policy and procedures.
1.4.2 Self-regulation	Maintain intentional self-care and professional supervision practices as provided by accredited supervisors.
	Exercise effective time-management and prioritisation of work demands.
	Identify and report personal conflicts of interest.
1.4.3 Accountability	Practice in line with the Spiritual Care Australia and organisational Codes of Conduct.
	Be fully acquainted with accountability and reporting protocols within scope of practice.
	Maintain a working knowledge of personal scope of practice and provide spiritual care accordingly.

Domain 5. Professional development: Maintains and extends professional competence and contributes to the learning and development of others

1.5.1 Individual development	Determine professional development (PD) goals and prepare plan in consultation with Senior Practitioner.
	Monitor progress of PD plan and adapt where necessary in consultation with Senior Practitioner.
	Maintain personal spirituality as dimension of spiritual care practice
1.5.2 Self-reflection	Exercise individual reflective practice in accordance with a recognised model under guidance of Senior Practitioner.
1.5.3 Professional networking	Participate in professional networks and identify developmental opportunities to inform practice.
1.5.4 Performance review	Constructively participate in own performance review processes.
	Positively contribute to performance review process of peers as required.

## Level 2: Independent Practitioner Able to independently provide spiritual care to others

Domain 1. Provision of Care: Participates in the planning, delivery and management of evidence-based client care	
2.1.1 Plan and prepare	Prioritise and respond to complex referrals in accordance with service procedures and guidelines.
	Identify and recommend service resources and information for review and implementation.
	Provide input to referral processes as required.
	Identify personal and professional limitations regarding complex cases and seek further advice from Senior Practitioner or other service providers and relevant stakeholders as required.
2.1.2 Client engagement	Ensure client self-determination is maintained.
	Partner with client to develop spiritual care plan in accordance with agreed actions.
	Identify clients requiring advocacy and refer them for additional or appropriate care.
	Ensure client is informed regarding their rights and procedures for accessing organisational records and complaint processes as needed.
2.1.3 Perform and deliver	Perform spiritual assessment for a client with complex needs.
	Make informed and evidence-based decisions regarding actions for complex cases.
	Implement agreed actions in response to identified spiritual need, ensuring service procedures are followed.
	Identify complex cases requiring input from Senior Practitioners and seek advice accordingly.
2.1.4 Monitor and review	Monitor client wellbeing in response to implementation of care plan for complex cases.
	Review spiritual care plan with client and adjust accordingly.
	Demonstrate self-awareness regarding professional limitations and seek advice for cases requiring specialist input.
2.1.5 Evidence-based practice	Identify and become familiar with current evidence, theory and knowledge for spiritual care, and apply to practice.
	Contribute to research projects and continuous improvement.
2.1.6 Quality care and risk management	Promote and support procedures, awareness and compliance with OHS/WHS and worker wellbeing requirements.
	Participate in safety and quality programs that reduce operational hazards and minimise risk.
	Support and model implementation of quality improvement strategies.
2.1.7 Information management	Comply with organisational policy and legislative requirements regarding information sharing.
	Identify and correct inaccurate or incomplete client information and service data according to policy and procedures.

## Domain 2. Collaborative Care: Builds and maintains effective working relationships and works in partnership with others

2.2.1 Role clarity	Identify and clarify role discrepancies with spiritual care team and other service providers and relevant stakeholders as they arise.
	Contribute to review of role descriptions and team roles as required.
2.2.2 Workplace communication	Use feedback and disclosure appropriately to enhance mutual understanding.
	Identify and acknowledge differences in practice across professional disciplines.
	Demonstrate self-awareness in identifying barriers to effective communication.
2.2.3 Integrated care	Utilise accepted terminology and recognised glossary for official communication.
	Collaborate with other service providers and relevant stakeholders regarding client care to establish clear and measurable goals.
2.2.4 Conflict management	Collaborate with other service providers and relevant stakeholders to develop spiritual care plans and resources.
	Respect and respond openly to alternative perspectives in order to resolve workplace differences.
2.2.5 Reflective practice	Demonstrate negotiation skills in finding mutually beneficial solutions to conflict.
	Identify and present case studies for team reflection.
	Practice and model collective ownership of service knowledge acquired through team reflection.

## Domain 3. Values-based Care: Recognises the complexity of spiritual and organisational systems and engages in processes and activities that promote safe, quality, effective services for all

2.3.1 Equity and diversity	Contribute to equity and diversity initiatives in the context of spiritual care.
	Demonstrate a working knowledge of cultural and diversity competence and anti-discrimination legislation and procedures.
	Identify and address discriminatory practice in accordance with organisational policy and procedures.
2.3.2 Wellbeing and holistic care	Articulate and contribute to awareness of spiritual care as a component of holistic and integrated care.
	Identify opportunities to advocate for spiritual care as a component of contemporary holistic care.
2.3.3 Responsible use of resources	Contribute to initiatives supporting responsible and efficient use of organisational resources.

Domain 4. Professional integrity: Acts in accordance with professional, ethical and legal standards

2.4.1 Ethical and legal practice	Demonstrate ethical decision making in accordance with scope of practice.
	Provide ethical guidance to Level 1 and student practitioners on routine matters.
	Identify and seek supervision for complex ethical issues in accordance with service guidelines and protocols.
2.4.2 Self-regulation	Contribute to development of self-care resources and support for Level 1 and student practitioners.
2.4.3 Accountability	Maintain a working knowledge of organisational accountability and reporting protocols, and advise Level 1 and student practitioners as required.

Domain 5. Professional development: Maintains and extends professional competence and contributes to the learning and development of others

2.5.1 Individual development	Identify resources and learning opportunities for inclusion in PD plan.
	Contribute to PD initiatives for use within spiritual care service.
2.5.2 Self-reflection	Become acquainted with recognised models of reflective practice and advise Level 1 and student practitioners where appropriate.
2.5.3 Professional networking	Contribute to development of team resources.
	Contribute to spiritual care PD and education programs within organisation.
2.5.4 Performance review	Facilitate and participate in performance review processes for Level 1 and student practitioners.

## Level 3: Senior Practitioner

*A skilled practitioner, who supervises others in their provision of spiritual care and acts in a managerial role*

### Domain 1. Provision of Care: Participates in the planning, delivery and management of evidence-based client care

3.1.1 Plan and prepare	Collate and integrate client information from multiple sources to inform case management of clients with complex needs.
	Revise referral processes for efficiency in identifying spiritual care needs.
	Make recommendations to service management regarding updates and improvement of service information for clients and staff.
	Identify compromised client decision-making capacity and make representation to service management accordingly.
	Identify and plan for complex case scenarios requiring referral for spiritual care.
3.1.2 Client engagement	Nurture a person-centred culture of respectful relationships and client empowerment.
	Advocate for client where stated priorities and best interests are not being recognised.
	Identify and recommend effective strategies to ensure client actively participates in their spiritual care.
	Participate in and supervise client feedback processes regarding spiritual care service provision and experiences.
3.1.3 Perform and deliver	Formulate and implement actions for complex cases.
	Supervise and provide professional guidance to practitioners and other service providers and relevant stakeholders regarding spiritual assessment, care plans and related actions.
	Contribute to ethical decision-making for complex cases.
3.1.4 Monitor and review	Monitor and evaluate quality of client care and care plans.
	Provide advice to practitioners and other service providers and stakeholders regarding actions for complex cases.
	Monitor and evaluate spiritual care outcomes and make recommendations for guidelines and procedures.
3.1.5 Evidence-based practice	Monitor, read and review current relevant research and apply to practice and ensure practitioners are informed accordingly.
	Conduct internal review projects to inform service development.
	Support research activities in collaboration with internal and external stakeholders and engage practitioners in relevant projects.
	Collaborate across contexts and disciplines in supporting evidence-based projects and processes.

3.1.6 Quality care and risk management	Nurture a culture of quality, safety and excellence.
	Integrate quality and risk principles into spiritual care team practice.
	Integrate safety and quality guidelines into practice; ensure compliance with quality improvement strategies.
3.1.7 Information management	Promote and support compliance with information management policy and procedures.
	Monitor information management processes and identify system improvements.
	Involve practitioners, service providers and stakeholders in spiritual care information system improvements.

## Domain 2. Collaborative Care: Builds and maintains effective working relationships and works in partnership with others

3.2.1 Role clarity	Set clear expectations regarding the duties and related outcomes for each team member as per position description.
	Monitor, seek feedback and clarify roles, responsibilities, and scope of practice of spiritual care team as required.
	Ensure all Spiritual Care Practitioners are orientated to the organisation.
3.2.2 Workplace communication	Promote a workplace culture of respectful communication that values whole of team participation.
	Establish processes for effective communication within spiritual care team toward enhanced service delivery.
	Identify and address inappropriate communication practices.
	Practice high-level interpersonal skills for communicating complex case related information.
3.2.3 Integrated care	Align spiritual care service with organisational vision and objectives.
	Promote values of cooperation, teamwork, openness, collaboration, honesty and respect for others.
	Develop and maintain collaborative systems and processes for continuity of client care.
	Initiate and lead team meetings toward consistent integrated care strategies.
	Provide advice and input at multidisciplinary case meetings requiring high level specialist input.
	Contribute to organisational handover policy and procedures.
	Build sustainable partnerships with relevant partners for best practice integrated care.
	Contribute to systems and strategies for organisational and staff support where appropriate.
3.2.4 Conflict management	Identify, address and document team conflict and facilitate appropriate resolutions.
	Identify and respond to complex issues of conflict and mediate appropriate resolutions.
	Ensure all team members are orientated to and familiar with grievance and conflict management policy and procedures
3.2.5 Reflective practice	Facilitate team reflective practice for continuous improvement.
	Identify and support use of models and resources for reflective practice and team review.

Domain 3. Values-based Care: Recognises the complexity of spiritual and organisational systems and engages in processes and activities that promote safe, quality, effective services for all

3.3.1 Equity and diversity	Facilitate cultural competence and equity and diversity awareness programs in the context of spiritual care service, ensuring all team members complete Equity and Diversity training.
3.3.2 Wellbeing and holistic care	Develop and facilitate in-services to promote and embed spiritual care as a component of preventative and holistic care.
3.3.3 Responsible use of resources	Coordinate, monitor and review service resources and ensure compliance with service operations and procedures.

Domain 4. Professional integrity: Acts in accordance with professional, ethical and legal standards

3.4.1 Ethical and legal practice	Ensure compliance with service protocols in place for identifying and reporting unethical or illegal conduct.
	Provide or facilitate guidance for Level 1 and 2 practitioners regarding ethical dilemmas and decisions.
	Identify, and make accessible, resources to assist in resolving ethical dilemmas within practice. Participate on human research ethics committees.
3.4.2 Self-regulation	Develop self-care resources for practitioners and other professionals.
	Respond to conflicts of interest within spiritual care team in accordance with organisational policy and procedures.
	Demonstrate highly attuned self-awareness.
3.4.3 Accountability	Ensure spiritual care team is acquainted with service and organisational accountability and reporting protocols.
	Exercise professional judgment in delegation of tasks and reporting of matters to management.

Domain 5. Professional development: Maintains and extends professional competence and contributes to the learning and development of others

3.5.1 Individual development	Support practitioners in development of PD plans and achievement of goals.
	Identify and maintain database of PD resources and learning opportunities and advise practitioners regarding career pathways and progression.
	Maintain awareness of contemporary reflective practice models and support practitioners in their use.
3.5.2 Self-reflection	Develop, facilitate, and deliver PD and education programs regarding spiritual care within the organisation.
3.5.3 Professional networking	Support practitioners in participation in professional networks.
	Ensure performance review processes are conducted in accordance with agreed intervals.
3.5.4 Performance review	Monitor outcomes of performance reviews and initiate appropriate developmental responses as required.
	Liaise with service management regarding improvements in performance review processes and outcomes.
	Initiate processes seeking feedback from spiritual care team regarding own performance.

## Level 4: Strategic Leadership

*Able to provide expert leadership in spiritual care at an organisational and/or sector-wide level*

### Domain 1. Provision of Care: Participates in the planning, delivery and management of evidence-based client care

4.1.1 Plan and prepare	Manage spiritual care teams and ensure preparatory information and procedures are current and relevant to service delivery.
	Represent spiritual care service at executive level regarding integration of service within operations and organisational policy.
	Liaise with Senior Practitioners and relevant stakeholders regarding formulation of referral procedures and identifying client spiritual needs.
4.1.2 Client engagement	Initiate integrated spiritual care strategies.
	Promote a workplace culture in which clients are empowered as primary contributors to their own care and develop and evaluate policy accordingly.
	Advocate for workplace values, affirming shared responsibility in the provision of holistic care.
4.1.3 Perform and deliver	Ensure spiritual care services align with organisational vision, values and strategic direction.
	Ensure continuity of care throughout service and organisational change.
	Provide high-level advice regarding priority allocation of organisational resources for service delivery.
	Administer relevant guidelines and procedures to spiritual care service delivery.
4.1.4 Monitor and review	Ensure formal processes are in place for evaluation of spiritual care practice and service delivery.
	Initiate and implement continuous improvement processes toward person-centred, safe and effective service delivery.
	Manage complexity in service delivery.
4.1.5 Evidence-based practice	Include spiritual care projects in organisational research agenda.
	Promote and represent spiritual care evidence-based practice at executive level.
	Develop relevant research questions and identify funding sources and collaborating stakeholders to conduct research projects.
	Facilitate the integration of research findings into practice.
4.1.6 Quality care and risk management	Manage and respond to identified risks to client safety.
	Ensure compliance regarding quality, safety, best practice and OHS/WHS and Worker Wellbeing policy and procedures.
	Ensure spiritual care team is orientated and supported to comply with OHS/WHS and Worker Wellbeing policy and procedures.

4.1.7 Information management	Contribute to development and implementation of effective information management systems.
	Ensure compliance with information management policy and procedures within spiritual care department.

## Domain 2. Collaborative Care: Builds and maintains effective working relationships and works in partnership with others

4.2.1 Role clarity	Nurture a culture of team collaboration for the provision of quality spiritual care.
	Develop and maintain clear roles and working relationships within context of spiritual care department.
	Support practitioners to use established communication processes for the clarification of roles, responsibilities and working relationships.
4.2.2 Workplace communication	Develop effective communication processes for representation of spiritual care department across organisation.
	Develop systems to support team members to practice effective communication at all levels.
4.2.3 Integrated care	Lead and motivate staff toward departmental goals in accordance with organisational vision, strategy and policy.
	Promote a work culture of interprofessional collaborative practice and shared responsibility for the efficient provision of client care.
	Establish and maintain collaborative working relationships across organisational services.
	Contribute to the development of an integrated care system that focuses on community and person-centred care.
4.2.4 Conflict management	Exercise professional judgment and provide advice in responding to grievances and matters of team conflict.
	Report to executive all matters of conflict impacting upon service delivery and organisational integrity.
	Manage disagreements that arise involving team members.
4.2.5 Reflective practice	Nurture a culture of reflective practice and team support for continual improvement.

Domain 3. Values-based Care: Recognises the complexity of spiritual and organisational systems and engages in processes and activities that promote safe, quality, effective services for all

4.3.1 Equity and diversity	Implement organisational policy and procedures regarding equity and diversity.
	Maintain a thorough knowledge of organisational and legislative requirements regarding inclusion, equity, and diversity.
	Ensure staff are fully supported to comply with anti-discrimination legislation towards inclusive and equitable practice.
4.3.2 Wellbeing and holistic care	Develop and implement communication strategies that support the role of spiritual care in client wellbeing and holistic care.
	Identify and disseminate spiritual care resources to support organisational culture of holistic care.
	Initiate strategies that contribute to client care and wellbeing.
4.3.3 Responsible use of resources	Ensure responsible and accountable use of departmental resources in accordance with operational budget.

Domain 4. Professional integrity: Acts in accordance with professional, ethical, and legal standards

4.4.1 Ethical and legal practice	Provide high level advice regarding complex ethical issues to Senior Practitioners, executive management and industry leaders.
	Ensure integration of ethical and legal conduct into practice.
	Contribute to organisational vision, values and objectives.
4.4.2 Self-regulation	Develop and advocate for professional self-care strategies across all service areas within organisation.
	Prioritise competing service demands in accordance with organisational goals.
4.4.3 Accountability	Clearly communicate service priorities to practitioners within spiritual care department.
	Develop and implement departmental accountability and reporting protocols.
	Ensure spiritual care department operates in accordance with organisational governance.
	Contribute and provide high level advice to Senior Practitioners, executive management and industry leaders regarding accountability and reporting protocols.
	Maintain appropriate processes to address breaches of accountability and reporting protocols.

Domain 5. Professional development: Maintains and extends professional competence and contributes to the learning and development of others

4.5.1 Individual development	Ensure PD pathways align with human resource management and organisational objectives, policy, and procedures.
	Prepare and advocate for PD resourcing for spiritual care department in accordance organisational budgetary processes.
	Contribute to organisational strategies and provide high level advice regarding inclusion of spiritual care in organisational PD initiatives.
4.5.2 Self-reflection	Ensure adequate resources are available to practitioners to support reflective practice.
	Advocate for and support a culture of reflective practice across all organisational service areas.
4.5.3 Professional networking	Develop and maintain professional relationships across service areas at executive level to inform organisational PD strategies.
	Advocate for and represent service at executive level for PD resourcing.
	Develop and maintain professional relationships with relevant organisations and peak bodies.
4.5.4 Performance review	Ensure performance review processes are conducted with integrity and in accordance with human resource management policy and procedures and workforce planning.
	Monitor and utilise feedback from performance reviews to inform service improvement, recruitment, and human resource strategies.

# SCA Capabilities Framework by Domain

## Domain 1.

Provision of Care: Participates in the planning, delivery and management of evidence-based client care

	Level 1	Level 2	Level 3	Level 4
Plan and prepare	Prioritise and respond to routine referrals in accordance with service procedures and guidelines.	Prioritise and respond to complex referrals in accordance with service procedures and guidelines.	Collate and integrate client information from multiple sources to inform case management of clients with complex needs.	Manage spiritual care teams and ensure preparatory information and procedures are current and relevant to service delivery.
	Identify and become familiar with resources and information for introduction of service to client.	Identify and recommend service resources and information for review and implementation.	Revise referral processes for efficiency in identifying spiritual care needs.	Represent spiritual care service at executive level regarding integration of service within operations and organisational policy.
	Clearly identify client capacity and agreement to give consent to service provision.	Provide input to referral processes as required.	Make recommendations to service management regarding updates and improvement of service information for clients and staff.	Liaise with Senior Practitioners and relevant stakeholders regarding formulation of referral procedures and identifying client spiritual needs.
	Identify personal and professional limitations and seek further advice as required.	Identify personal and professional limitations regarding complex cases and seek further advice from Senior Practitioner or other service providers and relevant stakeholders as required.	Identify compromised client decision-making capacity and make representation to service management accordingly.	
			Identify and plan for complex case scenarios requiring referral for spiritual care.	

	Level 1	Level 2	Level 3	Level 4
Client engagement	Establish rapport and engage with client for provision of spiritual care.	Ensure client self-determination is maintained.	Nurture a person-centred culture of respectful relationships and client empowerment.	Initiate integrated spiritual care strategies.
	Establish appropriate professional boundaries according to scope of practice.	Partner with client to develop spiritual care plan in accordance with agreed actions.	Advocate for client where stated priorities and best interests are not being recognised.	Promote a workplace culture in which clients are empowered as primary contributors to their own care and develop and evaluate policy accordingly.
	Use active listening skills to respond compassionately to client spiritual needs.	Identify clients requiring advocacy and refer them for additional or appropriate care.	Identify and recommend effective strategies to ensure client actively participates in their spiritual care.	Advocate for workplace values, affirming shared responsibility in the provision of holistic care.
	Demonstrate understanding, respect and acceptance of client beliefs, culture, values, knowledge, preferences and expressed needs.	Ensure client is informed regarding their rights and procedures for accessing organisational records and complaint processes as needed.	Participate in and supervise client feedback processes regarding spiritual care service provision and experiences.	
	Ensure client empowerment in personal decision-making regarding spiritual needs.			
	Provide client with relevant information and community resources as appropriate.			

	Level 1	Level 2	Level 3	Level 4
Perform and deliver	Perform an effective assessment to identify client spiritual needs.	Perform spiritual assessment for a client with complex needs.	Formulate and implement actions for complex cases.	Ensure spiritual care services align with organisational vision, values and strategic direction.
	Provide care in response to identified spiritual needs of client for routine cases.	Make informed and evidence-based decisions regarding actions for complex cases.	Supervise and provide professional guidance to practitioners and other service providers and relevant stakeholders regarding spiritual assessment, care plans and related actions.	Ensure continuity of care throughout service and organisational change.
	Develop an appropriate spiritual care plan for routine cases.	Implement agreed actions in response to identified spiritual need, ensuring service procedures are followed.	Contribute to ethical decision-making for complex cases.	Provide high-level advice regarding priority allocation of organisational resources for service delivery.
	Identify and facilitate provision of relevant spiritual care resources and services for client as appropriate.	Identify complex cases requiring input from Senior Practitioners and seek advice accordingly.		Administer relevant guidelines and procedures to spiritual care service delivery.
	Identify personal and professional limitations and make referrals to Senior Practitioners or other professionals as required.			

	Level 1	Level 2	Level 3	Level 4
Monitor and review	Monitor client wellbeing in response to implementation of care plan for routine cases.	Monitor client wellbeing in response to implementation of care plan for complex cases.	Monitor and evaluate quality of client care and care plans.	Ensure formal processes are in place for evaluation of spiritual care practice and service delivery.
	Provide spiritual care in accordance with revised spiritual need.	Review spiritual care plan with client and adjust accordingly.	Provide advice to practitioners and other service providers and stakeholders regarding actions for complex cases.	Initiate and implement continuous improvement processes toward person-centred, safe and effective service delivery.
	Update care plan in client and other records as appropriate.	Demonstrate self-awareness regarding professional limitations and seek advice for cases requiring specialist input.	Monitor and evaluate spiritual care outcomes and make recommendations for guidelines and procedures.	Manage complexity in service delivery.
	Identify personal and professional limitations and seek relevant advice accordingly.			
	Level 1	Level 2	Level 3	Level 4
Evidence-based practice	Provide person-centred care in accordance with organisational policy and procedures.	Identify and become familiar with current evidence, theory and knowledge for spiritual care, and apply to practice.	Monitor, read and review current relevant research and apply to practice and ensure practitioners are informed accordingly.	Include spiritual care projects in organisational research agenda.
	Participate in research programs.	Contribute to research projects and continuous improvement.	Conduct internal review projects to inform service development.	Promote and represent spiritual care evidence-based practice at executive level.
			Support research activities in collaboration with internal and external stakeholders and engage practitioners in relevant projects.	Develop relevant research questions and identify funding sources and collaborating stakeholders to conduct research projects.
			Collaborate across contexts and disciplines in supporting evidence-based projects and processes.	Facilitate the integration of research findings into practice.

	Level 1	Level 2	Level 3	Level 4
Quality care and risk management	Document client (primary or secondary) consent regarding spiritual care provision.	Promote and support procedures, awareness and compliance with OHS/WHS and worker wellbeing requirements.	Nurture a culture of quality, safety and excellence.	Manage and respond to identified risks to client safety.
	Comply with organisational and regulatory requirements regarding privacy and confidentiality.	Participate in safety and quality programs that reduce operational hazards and minimise risk.	Integrate quality and risk principles into spiritual care team practice.	Ensure compliance regarding quality, safety, best practice and OHS/WHS and Worker Wellbeing policy and procedures.
	Comply with OHS/WHS and worker wellbeing policy and procedures.	Support and model implementation of quality improvement strategies.	Integrate safety and quality guidelines into practice; ensure compliance with quality improvement strategies.	Ensure spiritual care team is orientated and supported to comply with OHS/WHS and Worker Wellbeing policy and procedures.
	Identify and respond to risk factors that may affect client safety.			

	Level 1	Level 2	Level 3	Level 4
Information management	Maintain accurate, timely and concise records in accordance with organisational guidelines for data collection and documentation in client records.	Comply with organisational policy and legislative requirements regarding information sharing.	Promote and support compliance with information management policy and procedures.	Contribute to development and implementation of effective information management systems.
	Adhere to organisational policy regarding security and storage of confidential information.	Identify and correct inaccurate or incomplete client information and service data according to policy and procedures.	Monitor information management processes and identify system improvements.	Ensure compliance with information management policy and procedures within spiritual care department.
	Identify and report to Senior Practitioner any anomalies in client records or data collection.		Involve practitioners, service providers and stakeholders in spiritual care information system improvements.	
	Demonstrate awareness of professional limitations and seek appropriate advice accordingly.			

## Domain 2.

Collaborative Care: Builds and maintains effective working relationships and works in partnership with others

	Level 1	Level 2	Level 3	Level 4
Role clarity	Be fully acquainted with own role description and scope of practice, and work within these parameters.	Identify and clarify role discrepancies with spiritual care team and other service providers and relevant stakeholders as they arise.	Set clear expectations regarding the duties and related outcomes for each team member as per position description.	Nurture a culture of team collaboration for the provision of quality spiritual care.
	Be fully acquainted with own role in context of spiritual care service and relevant lines of accountability and reporting.	Contribute to review of role descriptions and team roles as required.	Monitor, seek feedback and clarify roles, responsibilities, and scope of practice of spiritual care team as required.	Develop and maintain clear roles and working relationships within context of spiritual care department.
	Work with spiritual care team according to service priorities as guided by Senior Practitioner.		Ensure all Spiritual Care Practitioners are orientated to the organisation.	Support practitioners to use established communication processes for the clarification of roles, responsibilities and working relationships.
	Level 1	Level 2	Level 3	Level 4
Workplace communication	Communicate clearly and respectfully with all people.	Use feedback and disclosure appropriately to enhance mutual understanding.	Promote a workplace culture of respectful communication that values whole of team participation.	Develop effective communication processes for representation of spiritual care department across organisation.
	Practice attentive listening in all communication processes.	Identify and acknowledge differences in practice across professional disciplines.	Establish processes for effective communication within spiritual care team toward enhanced service delivery.	Develop systems to support team members to practice effective communication at all levels.
	Ensure accurate and timely information sharing according to organisation policy and procedures.	Demonstrate self-awareness in identifying barriers to effective communication.	Identify and address inappropriate communication practices.	
	Be fully acquainted with anti-discrimination and workplace harassment legislation, and practice appropriate communication accordingly.	Utilise accepted terminology and recognised glossary for official communication.	Practice high-level interpersonal skills for communicating complex case related information.	

	Level 1	Level 2	Level 3	Level 4
Integrated care	Participate in team meetings and work collaboratively for the effective provision of client care in routine cases.	Collaborate with other service providers and relevant stakeholders regarding client care to establish clear and measurable goals.	Align spiritual care service with organisational vision and objectives.	Lead and motivate staff toward departmental goals in accordance with organisational vision, strategy and policy.
	Maintain effective working relationships and communication with all professionals and stakeholders involved in client care.	Collaborate with other service providers and relevant stakeholders to develop spiritual care plans and resources.	Promote values of cooperation, teamwork, openness, collaboration, honesty and respect for others.	Promote a work culture of interprofessional collaborative practice and shared responsibility for the efficient provision of client care.
	Participate in multidisciplinary team meetings to facilitate person-centred care in all cases.		Develop and maintain collaborative systems and processes for continuity of client care.	Establish and maintain collaborative working relationships across organisational services.
	Contribute to handover to other professionals regarding client spiritual care as necessary.		Initiate and lead team meetings toward consistent integrated care strategies.	Contribute to the development of an integrated care system that focuses on community and person-centred care.
	Identify personal and professional limitations within collaborative contexts and seek advice from appropriate people within organisational structure.		Provide advice and input at multidisciplinary case meetings requiring high level specialist input.	
			Contribute to organisational handover policy and procedures.	
			Build sustainable partnerships with relevant partners for best practice integrated care.	
			Contribute to systems and strategies for organisational and staff support where appropriate.	

	Level 1	Level 2	Level 3	Level 4
Conflict management	Identify and address issues of potential conflict in consultation with Senior Practitioner or direct supervisor.	Respect and respond openly to alternative perspectives in order to resolve workplace differences.	Identify, address and document team conflict and facilitate appropriate resolutions.	Exercise professional judgment and provide advice in responding to grievances and matters of team conflict.
	Be acquainted with grievance processes and seek advice in order to resolve conflict respectfully.	Demonstrate negotiation skills in finding mutually beneficial solutions to conflict.	Identify and respond to complex issues of conflict and mediate appropriate resolutions.	Report to executive all matters of conflict impacting upon service delivery and organisational integrity.
			Ensure all team members are orientated to and familiar with grievance and conflict management policy and procedures	Manage disagreements that arise involving team members.
	Level 1	Level 2	Level 3	Level 4
Reflective practice	Maintain intentional reflective practice.	Identify and present case studies for team reflection.	Facilitate team reflective practice for continuous improvement.	Nurture a culture of reflective practice and team support for continual improvement.
	Engage in team reviews and reflective processes.	Practice and model collective ownership of service knowledge acquired through team reflection.	Identify and support use of models and resources for reflective practice and team review.	

## Domain 3.

Values-based Care: Recognises the complexity of spiritual and organisational systems and engages in processes and activities that promote safe, quality, effective services for all

	Level 1	Level 2	Level 3	Level 4
Equity and diversity	Demonstrate respect for inherent worth, dignity and self-determination of every person.	Contribute to equity and diversity initiatives in the context of spiritual care.	Facilitate cultural competence and equity and diversity awareness programs in the context of spiritual care service, ensuring all team members complete Equity and Diversity training.	Implement organisational policy and procedures regarding equity and diversity.
	Recognise and respect cultural identity, diversity, interdependency, and collective relationships of particular communities.	Demonstrate a working knowledge of cultural and diversity competence and anti-discrimination legislation and procedures.		Maintain a thorough knowledge of organisational and legislative requirements regarding inclusion, equity, and diversity.
	Demonstrate self-awareness in response to diverse values, beliefs, traditions and practices.	Identify and address discriminatory practice in accordance with organisational policy and procedures.		Ensure staff are fully supported to comply with anti-discrimination legislation towards inclusive and equitable practice.
	Level 1	Level 2	Level 3	Level 4
Wellbeing and holistic care	Demonstrate an understanding of spiritual care within the context of client wellbeing and holistic care.	Articulate and contribute to awareness of spiritual care as a component of holistic and integrated care.	Develop and facilitate in-services to promote and embed spiritual care as a component of preventative and holistic care.	Develop and implement communication strategies that support the role of spiritual care in client wellbeing and holistic care.
	Identify and practice spiritual care approaches as a component of client wellbeing.	Identify opportunities to advocate for spiritual care as a component of contemporary holistic care.		Identify and disseminate spiritual care resources to support organisational culture of holistic care.
				Initiate strategies that contribute to client care and wellbeing.

	Level 1	Level 2	Level 3	Level 4
Responsible use of resources	Ensure compliance with all policy and procedures for accountable use of organisational resources.	Contribute to initiatives supporting responsible and efficient use of organisational resources.	Coordinate, monitor and review service resources and ensure compliance with service operations and procedures.	Ensure responsible and accountable use of departmental resources in accordance with operational budget.

## Domain 4.

Professional integrity: Acts in accordance with professional, ethical and legal standards

	Level 1	Level 2	Level 3	Level 4
Ethical and legal practice	Practice in accordance with ethical and legal requirements of the role.	Demonstrate ethical decision making in accordance with scope of practice.	Ensure compliance with service protocols in place for identifying and reporting unethical or illegal conduct.	Provide high level advice regarding complex ethical issues to Senior Practitioners, executive management and industry leaders.
	Identify and seek advice or supervision regarding ethical dilemmas and decisions.	Provide ethical guidance to Level 1 and student practitioners on routine matters.	Provide or facilitate guidance for Level 1 and 2 practitioners regarding ethical dilemmas and decisions.	Ensure integration of ethical and legal conduct into practice.
	Report illegal or unethical conduct in accordance with organisational and legal policy and procedures.	Identify and seek supervision for complex ethical issues in accordance with service guidelines and protocols.	Identify, and make accessible, resources to assist in resolving ethical dilemmas within practice. Participate on human research ethics committees.	Contribute to organisational vision, values and objectives.
	Level 1	Level 2	Level 3	Level 4
Self-regulation	Maintain intentional self-care and professional supervision practices as provided by accredited supervisors.	Contribute to development of self-care resources and support for Level 1 and student practitioners.	Develop self-care resources for practitioners and other professionals.	Develop and advocate for professional self-care strategies across all service areas within organisation.
	Exercise effective time-management and prioritisation of work demands.		Respond to conflicts of interest within spiritual care team in accordance with organisational policy and procedures.	Prioritise competing service demands in accordance with organisational goals.
	Identify and report personal conflicts of interest.		Demonstrate highly attuned self-awareness.	Clearly communicate service priorities to practitioners within spiritual care department.

	Level 1	Level 2	Level 3	Level 4
Accountability	Practice in line with the Spiritual Care Australia and organisational Codes of Conduct.	Maintain a working knowledge of organisational accountability and reporting protocols, and advise Level 1 and student practitioners as required.	Ensure spiritual care team is acquainted with service and organisational accountability and reporting protocols.	Develop and implement departmental accountability and reporting protocols.
	Be fully acquainted with accountability and reporting protocols within scope of practice.		Exercise professional judgment in delegation of tasks and reporting of matters to management.	Ensure spiritual care department operates in accordance with organisational governance.
	Maintain a working knowledge of personal scope of practice and provide spiritual care accordingly.			Contribute and provide high level advice to Senior Practitioners, executive management and industry leaders regarding accountability and reporting protocols.
				Maintain appropriate processes to address breaches of accountability and reporting protocols.

## Domain 5.

Professional development: Maintains and extends professional competence and contributes to the learning and development of others

	Level 1	Level 2	Level 3	Level 4
Individual development	Determine professional development (PD) goals and prepare plan in consultation with Senior Practitioner.	Identify resources and learning opportunities for inclusion in PD plan.	Support practitioners in development of PD plans and achievement of goals.	Ensure PD pathways align with human resource management and organisational objectives, policy, and procedures.
	Monitor progress of PD plan and adapt where necessary in consultation with Senior Practitioner.	Contribute to PD initiatives for use within spiritual care service.	Identify and maintain database of PD resources and learning opportunities and advise practitioners regarding career pathways and progression.	Prepare and advocate for PD resourcing for spiritual care department in accordance organisational budgetary processes.
	Maintain personal spirituality as dimension of spiritual care practice		Maintain awareness of contemporary reflective practice models and support practitioners in their use.	Contribute to organisational strategies and provide high level advice regarding inclusion of spiritual care in organisational PD initiatives.
	Level 1	Level 2	Level 3	Level 4
Self-reflection	Exercise individual reflective practice in accordance with a recognised model under guidance of Senior Practitioner.	Become acquainted with recognised models of reflective practice and advise Level 1 and student practitioners where appropriate.	Develop, facilitate, and deliver PD and education programs regarding spiritual care within the organisation.	Ensure adequate resources are available to practitioners to support reflective practice.
				Advocate for and support a culture of reflective practice across all organisational service areas.

	Level 1	Level 2	Level 3	Level 4
Professional networking	Participate in professional networks and identify developmental opportunities to inform practice.	Contribute to development of team resources.	Support practitioners in participation in professional networks.	Develop and maintain professional relationships across service areas at executive level to inform organisational PD strategies.
		Contribute to spiritual care PD and education programs within organisation.	Ensure performance review processes are conducted in accordance with agreed intervals.	Advocate for and represent service at executive level for PD resourcing.
				Develop and maintain professional relationships with relevant organisations and peak bodies.
	Level 1	Level 2	Level 3	Level 4
Performance review	Constructively participate in own performance review processes.	Facilitate and participate in performance review processes for Level 1 and student practitioners.	Monitor outcomes of performance reviews and initiate appropriate developmental responses as required.	Ensure performance review processes are conducted with integrity and in accordance with human resource management policy and procedures and workforce planning.
	Positively contribute to performance review process of peers as required.		Liaise with service management regarding improvements in performance review processes and outcomes.	Monitor and utilise feedback from performance reviews to inform service improvement, recruitment, and human resource strategies.
			Initiate processes seeking feedback from spiritual care team regarding own performance.	

# Glossary of Terms

**Collaborative:** collaborative care acknowledges the expertise of others involved in client care and wellbeing. In contemporary contexts, Spiritual Care Practitioners are usually part of a multi-disciplinary team and expected to act and communicate accordingly.

**Evidence-based:** practice shaped by peer-reviewed, recent, scholarly research.

**Health:** includes all aspects of holistic well-being, including spiritual and relational health.

**Person-centred:** care that respects and responds to the preferences, needs, knowledge and values of clients, with specific attention to client dignity and autonomy.<sup>1</sup>

**Professional:** accredited with SCA in accordance with this capabilities framework

**OHS/WHS:** Occupational Health and Safety or Work Health and Safety. These terms are interchangeable, but particular jurisdictions (State or Federal) or organisations may show a preference for one over the other.

**Safety:** "Spiritual safety is the assiduous respect, acceptance and unconditional validation of a person or people, their loci of meaning and present concern; their spirituality."<sup>2</sup> SCP's are expected to be attentive to the spiritual safety of clients, as well as general occupational and work safety in an organisational context.

**Scope of Practice:** limits of practice are defined by level of professional accreditation, and place within a multi-disciplinary team.

**Spiritual Care:** encompasses all the ways in which attention is paid to the spiritual dimension of life. It is most commonly offered in a one-to-one relationship, is person-centred and makes no assumptions about personal conviction or life orientation. It offers a way for people to make meaning of their lived experience. Spiritual care is provided by practitioners to appropriately meet the individual's spiritual and emotional needs. Spiritual care may include presence, conversations, ritual, ceremonies and sharing of sacred texts and resources. Spiritual care is not proselytising and does not impose the practitioner's beliefs or values.

**Spiritual Care Assessment:** tools or guides designed to assist practitioners in assessing the pastoral, spiritual and emotional needs of their clients. They are most often acronyms that provide a framework for considering the resources (internal and external) available to the person to cope with their crisis/situation.

**Spiritual Care plan:** mutually agreed goals to achieve specific spiritual wellbeing.

**Spiritual Care Practitioner (SCP):** someone appointed and recognised as a specialist in the provision of spiritual care. The practitioner may be paid or unpaid, providing spiritual care to individuals through person-centred, relational, supportive and holistic care, seeking out and responding to expressed spiritual needs. This may include managing requests from an individual for a faith representative of their choice.

**Supervision:** a professional relationship in which the practitioner can offer the supervisor an account or recording of their work, reflect on it, receive feedback and, where appropriate, guidance from the supervisor.

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<sup>1</sup> This wording is derived from the Australian Commission on Safety and Quality in Health.

<https://www.safetyandquality.gov.au/our-work/partnering-consumers/person-centred-care>

<sup>2</sup> Eve, K. 2022. "Safety and spiritual care: What do they mean for each other in Australian hospitals?" Masters Thesis, Open Research Repository, Australian National University, p.71. DOI: 10.25911/4P2D-2W71



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