



Southwell Minster

THE CATHEDRAL CHURCH OF
THE BLESSED VIRGIN MARY

Pastoral Care Policy

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Keep watch over yourselves and over all the flock, of which the Holy Spirit has made you overseers, to shepherd the church of God that he obtained with the blood of his own Son. Acts 20 v 28.

Section 1: Introduction

Pastoral care is relational in nature and reflects the love of God for us and our love for one another. A healthy Christian community is one in which people know that they are loved, visitors are welcome and young and old alike are valued and feel safe. The care that is offered, both at times of crisis and in everyday life is an active proclamation of God's love in Christ for all the world.

Good communication and response to pastoral need is a particular challenge for a cathedral with a complex web of relationships. There are several worshipping communities, together with volunteers, staff, pilgrims and visitors.

Good administration and effective communication are necessary elements of pastoral provision. As the Body of Christ there is corporate responsibility with regard to pastoral care. Within this those in positions of senior leadership will have the specific responsibility to secure the pastoral care of the worshipping community and have particular regard for the safety and the protection of the vulnerable.

Section 2: What is pastoral care?

Christian pastoral care might involve:

- sustaining others through prolonged difficulty or immediate need;
- enabling the journey of healing and wholeness;
- considering the process of reconciliation with God, self and others;
- offering guidance about other resources; and
- enabling different perspectives.

Christian pastoral care might take the form of:

- listening;
- encouraging;
- visiting hospitality;
- advocacy;
- mentoring;
- befriending;
- celebrating;
- practically helping;
- prayer;
- comforting;
- enabling.

Christian pastoral care might happen:

- formally in planned and organised ways; or
- informally through everyday spontaneous moments.

Christian pastoral care might be offered:

- by an individual;
- by small groups;
- through a particular ministry;
- through an outreach project; or
- by one church or a group of churches (e.g. Street Pastors).

Section 3: Who can offer pastoral care?

For as in one body we have many members, and not all the members have the same function, so we, who are many, are one body in Christ, and individually we are members one of another. We have gifts that differ according to the grace given to us: prophecy, in proportion to faith; ministry, in ministering; the teacher, in teaching; the exhorter, in exhortation; the giver, in generosity; the leader, in diligence; the compassionate, in cheerfulness. Romans 12: 4-8

A pastoral carer is someone who either formally, as part of a pastoral team, or informally, as part of everyday relationships in the community, offers care and support to another, in the knowledge of being loved themselves by God and in the hope of sharing that love with others.

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Pastoral Carers might be seen as part of the ALL, SOME and FEW of the Body of Christ.

The 'All'

All Christians have a God given responsibility to 'care' for others – this is an outworking of what it means to be a member of the Body of Christ. Its emphasis is upon growing and maintaining a Christ centred loving relationship with others, and it mostly happens in informal and often unplanned ways. The ALL help to grow pastoral churches or communities which care for others in organic ways, rather than within formalised pastoral structures or systems.

The 'Some'

Some Christians are particularly gifted and called by God to provide pastoral care in a more focussed way. This might include offering and providing pastoral care in more planned or formal ways, perhaps as part of a dedicated team of pastoral carers. It might involve the Pastoral Carer undertaking training and / or developing knowledge, insights, skills and expertise in pastoral care at a greater depth than 'the all'. The SOME use their gifts for the good of the whole body.

The 'Few'

A few Christians are particularly called and gifted to resource, lead or co-ordinate the work of pastoral care in planned, structured and formalised ways. The FEW may have specialist knowledge, experience and skill to enable, encourage and equip the pastoral care work of 'the all' and 'the some', and provide them with for example, training, leadership, help to reflect on their practice and support.

In the context of the Cathedral this would be the Dean, Canons, Erika Kirk with support from our Safeguarding Officer.

Section 4: How we, the Cathedral, discern the "some"?

The gifts needed for pastoral caring include being a person of prayer and faith, with excellent listening skills, an approachable and non-judgmental manner, who can exercise compassion, guard confidentiality and respect the need for accountability and supervision.

At the Cathedral the discernment of pastoral gifts will be through the Dean and Canon Missioner.

Individuals identified as having the requisite pastoral skills will be invited to join.

The Pastoral Care Team for congregational care or the chaplaincy team for Pilgrims and Visitors.

All members of the Pastoral Care Team must be safely recruited in line with the Church of England's Safer Recruitment Policy and the Cathedral's Volunteer Policy. Each role within the Pastoral Care Team will require enhanced DBS clearance.

Section 5: Our aims for Pastoral Care

This Pastoral Care Policy aims to secure an inclusive and accountable approach, which applies spiritual wisdom and integrity, safeguarding principles and supervision practice to the ministry offered.

We will be conscious of the power dynamics involved in pastoral care, noting both the position of trust held and the power exercised.

We will seek to challenge:

- prejudice and barriers with regard to: gender, age, family models, sexual orientation, race, culture, member-non-member, disabled - able bodied;
- the way we relate to people and our motivation for doing so; and
- how power is used within our church.

Section 6: Organisation of Pastoral Care within the Cathedral

We will seek to be effective through good administration:

Ensuring records are accurate. Records should be maintained that are relevant to the contact. Minimum recording requirements for all one-to-one visits include: date and time; persons present; venue and nature of contact. It may be pertinent to record in more detail if there is any indication that the person, the context or content of the meeting has a heightened vulnerability either before or during the meeting. If a safeguarding issue is raised in any form of meeting or conversation the matter must be recorded and reported accordingly to the Cathedral safeguarding Officer/ safeguarding team;

- Observing GDPR;
- Observations for duties carried out by the Pastoral Care Team/Duty Chaplain Team;
- Ensuring procedures are in place for effective review and reappraisal;
- Allocating resources appropriately; and
- Ensuring that all involved meet the Church's Safeguarding requirements.

Section 7: Training

We will implement and develop ongoing training and teaching on pastoral care. This will include safeguarding the vulnerable, principles of confidentiality, listening skills, supervision and good practice.

Section 8: Supervision

Supervision will be a key component of this ministry. All members of the Pastoral Care Team will have group supervision and one to one if required by them, this will provide support in self-reflection. This is to help identify any need to refer to accredited agencies and any concerns around the pastoral encounter.

Supervision will be undertaken by the Canon Missioner where minutes will be taken during the meetings and in the case of one-to-one supervision. The Canon Missioner will periodically review common themes and issues arising through these meetings in order to identify areas for improvement or development.

Section 9: Safer Environment Practices

Members of the Pastoral Care Team may impart pastoral care on the Cathedral floor, within the community, for example paying house visits, or via the telephone. We will seek to ensure safer environment practices to cover all of these circumstances.

Pastoral Carers must take personal responsibility for their safety and security and not act recklessly or negligently. They must consider the lone working policy and agree to abide by its contents.

Home Visits

Visiting at home is especially important for adults who are home-bound, for instance through disability or illness, and can contribute greatly to the quality of their lives. Care must be taken, however, both for the protection of those being visited and for the those doing the visiting. There should be accountability and transparency in the manner in which Pastoral Carers engage in lone working or visits to homes.

Pastoral Carers should not make any home visits ideally without a fully charged mobile phone and or ensuring that a relevant person (colleague and/or loved one) knows their whereabouts.

Any Pastoral Carer who finds themselves with a serious concern about their safety and/or security should remove themselves from the situation at the earliest opportunity.

The Pastoral Carer should let the people they are visiting know in advance rather than "cold calling".

All Pastoral Carers must carry some form of identification and be proactive in letting the person they are visiting see it. This is particularly important for elderly people living alone, who may have other people ('bogus callers') visiting to exploit them in some way. Letting them know that they have a right to see identification does them a great service.

If a Pastoral Carer is asked to make any vital purchases on behalf of the person they are visiting, they must always retain receipts and return both them and any change to the person immediately. Keep a record of any transactions and the reason for them. However, as a general rule we would steer you away from doing this.

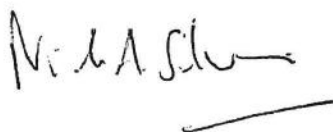
Pastoral Carers must not accept any gifts other than token items, to avoid misunderstandings or subsequent accusations from the person or their family. If courtesy demands that a Pastoral Carer accept a small gift, it must be declared to their supervisor within the Pastoral Care Team, to ensure transparency. If someone wants to donate to the Cathedral, put it in an envelope, mark it on the outside as a donation and obtain a receipt from the Finance Team.

Section 10: Pastoral Care and Worship

We will seek to demonstrate pastoral concern and compassion through our worship. In our liturgy and prayers, we will seek to reflect the day-to-day concerns and joys of our community and our world through:

- the use of prayer request cards and website - but never in a way that breaks confidentiality.

Signed:



Date:

20/1/2023

Dean Nicola

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