PERFORMANCE MEASUREMENT AND CLIENT TOOLS, POLICIES, AND PROCEDURES

# Assessment: Pastoral Care Introduction

## Pastoral Care Definition

The provision of pastoral care in all Salvation Army service is central to our Christian mission. Pastoral care could be provided by a corps officer, staff member or an outside chaplain. Pastoral care includes:

1. Providing spiritual care and ministry to program participants, volunteers, staff and community residents as appropriate;
2. Developing relationships of trust;
3. Providing opportunities to worship; and,
4. Connecting program participants to opportunities for further spiritual development.

## Pastoral Care Plan

Each Corps should have a written pastoral care plan that outlines how pastoral care activities are carried out. All stakeholders such as the Corps Officer(s), casework staff and members of the Corps’ Pastoral Care Council should be involved in its development. Furthermore, the pastoral care plan is to be reviewed and revised annually and with a change of officer appointment.

## Pastoral Care Representative

There is to be a designated Pastoral Care Representative (PCR)/chaplain. This person does not need to be the Corps Officer, however, the designated person needs to be qualified by virtue of education and/or experience to meet the demands of this position. A PCR needs to have a reasonable workload that allows them to effectively carry out their responsibilities. Pastoral care responsibilities include (but are not limited to):

* Provision of religious services (i.e. Worship services, funerals, weddings, character building programs);
* Visitation;
* Bible studies;
* Staff support;
* Crisis support;
* Referral sources to other denominations or faiths;
* Facilitating/coordinating faith group involvement in pastoral care;
* Making Christian literature available;
* Spiritual counseling and prayer;
* Providing spiritual assessments.

### Spiritual Assessments

The Salvation Army is positioned to address many of our participants’ needs. A unique strength that The Salvation Army has to offer is our ability to attend to our program participants’ spiritual needs as well. In the assessment phase of the Pathway, Pathway caseworkers use several different assessment tools to learn about the strengths and challenges of each of their Pathway of Hope participants. During this time, the PCR may administer a spiritual assessment. It is the caseworker’s responsibility to arrange a time for the Pathway participant to meet with the PCR so that the spiritual assessment can be completed. All spiritual assessments are to be completed in the assessment phase by the PCR. A spiritual assessment is provided later in the manual.

### Offering Pastoral Care

The pastoral care representative has the opportunity to interact with program participants within appropriate boundaries. Pastoral Care is offered without any coercion and care must be given to avoid even the appearance of coercion. Pathway participants should be assured that their involvement or lack of involvement with pastoral care does not affect the other services that they are receiving through the Pathway of Hope.

### The PCR as a Team Member

The Pastoral Care Representative needs to have regular communication with the program staff regarding the care of the Pathway participants. Inclusion in meetings such as clinical staffing meetings that review each of the Pathway client’s progress is essential.

### Pastoral Care Specific to Personnel

Casework can be emotionally demanding and our staff and volunteers may at times need spiritual support for varied reasons. The pastoral care representative should establish an approachable presence with program staff and volunteers. Opportunities to encourage and come along side need to be intentionally sought out. The PCR should be trained in Critical Incident Stress Management so that the PCR can appropriately respond to any work place trauma.

### Connections to other Churches and Faiths

The PCR is to assist pathway participants in finding a church home that meets their spiritual needs if they choose. If a participant practices another faith, the PCR should help them connect to their faith community if they choose. The PCR should have a working knowledge of area Churches, Synagogues and Mosques.

### Documentation

Pastoral care services need to be documented and all files need to be kept in a secure location to ensure confidentiality. Spiritual Assessments need to be filed in the pathway participants file and any pastoral care meeting needs to be noted in the participant’s progress notes under a heading ‘Pastoral Care Note’. Notes from each meeting should be kept and may be stored in the PCR’s office.

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# Assessment: Spiritual Needs Assessment Tool

## Introduction

The Mission of The Salvation Army is to preach the gospel of Jesus Christ and to meet human needs in his name without discrimination. To that end, the following questions have been designed to help the Pastoral Care Representative address spiritual issues with consumers of its programs. This assessment tool is only a guide for conversations. It is person-centered and is meant to create an environment of trust. You are encouraged to rely on it as a guide to open the discussion to spiritual issues.

## Pastoral Care Information

***(To be completed by the Pastoral Care Representative)***

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Date of Pastoral Care Interview:

Pastoral Care Representative:

* Corps Officer
* Corps Employee
* Corps Lay Leader
* Outside Volunteer
* Caseworker

Was the client open to having additional contact with the Pastoral Care Representative?YESNO

 / /

Follow-up Appointment Date:

## Faith and Belief

1. Does the family regularly attend church or other religious services? YESNO
2. If Yes, Does the family regularly attend:
* The Salvation Army
* A Local Church
* Other Religious Services
1. Do the children participate in religious group/activities (beyond a weekly church service)? YESNO
2. Do the adult(s) participate in religious group/activities (beyond a weekly church service)? YESNO

NOTES

## Importance of faith or belief

1. What importance does your faith or belief have in your life?

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2. Have your beliefs influenced how you take care of yourself when experiencing difficulties?

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3. What role do your beliefs play in regaining normalcy or stability in your life?

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## Community

1. Are you part of a spiritual or religious community?

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2. Is your spiritual or religious community of support to you? How?

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3. Is there a group of people who you really love or who are important to you?

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## Pastoral Care and Pathway of Hope

1. How would you like me, the pastoral care representative, to address issues that brought you to The Salvation Army?

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2. How can we assist you in your spiritual care?

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3. What would you like to have included in your spiritual care while you are receiving services through our facility?

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4. Do you wish to share any feedback regarding the way in which our facility is meeting your spiritual needs?

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5. Is there anything else that you would like to share with us to assist us in serving your spiritual needs?

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Are you interested in having additional contact with the Pastoral Care Representative? **Y\_\_\_ N\_\_\_\_**

Next Scheduled contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_