

## **Pastoral Care Policy for St. Christopher's Church -2011**

The goal of pastoral care is to help people live life in all its fullness in the strength of and according to the example of Jesus as in John 10 vs 10b-11. This goal can be achieved when Christians who believe that God loves us all unconditionally, help others by listening, responding, praying and providing caring support. This policy should be read in conjunction with St Christopher's Safeguarding Policy and reiterates the principles and practices of that policy.

### **Accountability:**

- The pastoral carer will be responsible to the vicar.
- If physical, sexual or emotional abuse or neglect is suspected either with a child or vulnerable adult the pastoral carer will notify the church's Child Protection Policy Officer – currently that is Claudia Gordon.

### **Respect:**

The carer will respect the personhood and views of every person to whom they provide pastoral care.

### **Confidentiality:**

Pastoral care visitors will keep people's confidences except in the following situations:

- Information will be shared as appropriate within the pastoral team to prevent manipulation by the person being cared for.
- If the person is going to harm themselves
- If the person is going to harm someone else
- If it involves a child who has been neglected or physically, emotionally or sexually abused
- If it involves a vulnerable adult who has been neglected or physically, emotionally or sexually abused

### **Boundaries:**

- The pastoral carer will be aware of their limitations and how to refer people to other agencies or obtain help from their designated supervisor.

- The pastoral carer should be realistic in the time that can be offered.
- Keep safe: Be aware of the nature of the visit, if unsure take another person so that you do not put yourself at risk.
- Let someone know when and with whom you are visiting so that you can be in telephone contact if necessary. Remember to inform the person when the visit is completed.

#### **Administration:**

- Keep a record of the person's name, address, telephone number and date of visit. Do not record content of the visit.

#### **Supervision:**

- Each carer will be supervised by a more experienced pastoral carer. Depending on the need, supervisory meetings will be arranged between the supervisor and pastoral carer. Aim to meet at least once a month.

#### **Training:**

- Pastoral carers' will be expected to attend on going training sessions as appropriate.

#### **Complaints:**

- If someone has a problem with a member of the pastoral team and informs another team member, this person should request that they go to the person concerned. If they refuse to do this, then offer to go with them to the person with whom they have a problem.
- Any other complaints should be referred to the vicar.