



Position Description

Pastoral Practitioner

Wesley Congregational Life
March 2025

Agreement

Signed – Employee

Signed – Manager

Date

Date





Pastoral Practitioner

Wesley Congregational Life

1. Overview of Wesley Mission

Wesley Mission delivers services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is: “A Spirit-led disciple-making movement: doing all the good we can because every life matters”.

With soft hearts, sharp minds, hard feet, and open hands, we seek to continue the work of Jesus Christ in Word and deed.

2. Overview of Wesley Congregational Life

Wesley Congregational Life (WCL) is the spiritual heart of Wesley Mission and seeks to grow Christ-centred communities through:

- Worship services and our diverse and vibrant congregations across Sydney
- Connecting and empowering our community service ‘deed’ ministry through Chaplaincy
- Establishing and growing the presence of the church in NSW

3. Overview of role

Wesley Mission is a church located in the heart of the Sydney. We seek to establish a thriving CBD ministry that engages and embraces people of all walks of life into a Christ-centred community of care and connection throughout the week. This will happen by growing our activities, events, and ministries that are facilitated by volunteers, staff, congregations, and other network partners. The CBD ministry is led by a Chaplain and this role will provide operational and pastoral care support so that we effectively live into our vision.



4. WCL Relationships and beyond

- **Reporting to:**
 - Chaplain, Wesley Congregational Life in a direct reporting line.
- **Working with:**
 - Wesley Congregational Life staff and congregation members
 - Community bodies including schools, colleges and corporates.
 - Wesley Communications and Volunteering team; other Wesley Mission Corporate services of finance, HR, Legal, and WHS;
 - Other relevant organisations outside Wesley Mission e.g. Uniting Church, government departments, service providers, industry organisations and key stakeholders.

5. Key Areas of Responsibility

Primary Responsibility: Coordination	Lead, manage and coordinate the operations and implementation of our Sydney CBD missional activity based in Wesley Centre
	<p>Develop programs, policies and procedures that support the vision of a disciple-making missional community during weekdays.</p> <p>Onboard, lead and manage volunteers and congregation members engaged in ministries:</p> <ul style="list-style-type: none"> • Coordinate Volunteer onboarding process – arrange interviews, coordinate paperwork, orientation, liaise with Wesley Volunteering etc. • Maintain volunteer rosters and communicate accordingly to ensure all ministry programs have sufficiently supported • Provide supervision for volunteers so that they are equipped for the day's activity including briefings, providing direction, providing building or computer access etc. • Manage communications with the volunteer team such as WhatsApp groups and emails. • Organise meals, gifts and other ways to show appreciation for volunteers. • Identify training needs of volunteers in connection with the Chaplain and organise training sessions as required. <p>Coordinate weekday programs, ministries and activities:</p> <ul style="list-style-type: none"> • Coordinate procurement of donated and purchased supplies - receiving, storage and distribution. • Ensure all invoices and reimbursements are paid in accordance with Wesley Policies and Procedures. • Identify and manage any other administration needs across WCL weekday missional community activities. • Ensure that files and contact databases are kept up to date and accurate.



	<ul style="list-style-type: none"> • Coordinate the design, production and distribution of promotional materials in collaboration with other Wesley Mission teams <p>Uphold and maintain a safe and secure environment</p> <ul style="list-style-type: none"> • Securely open and close all rooms each day that are used for WCL missional community activities • Ensure duress alarms are properly operated and maintained • Document and maintain clear safety procedures as it relates to WCL missional community programs and ministries • Ensure all staff and volunteers understand and follow safety procedures • Update Security Staff accordingly for any potential aggressive behaviour that we might anticipate <p>Participate in the life and witness of Wesley Mission as a member of Wesley Congregational Life team as required by the WCL Senior Minister</p>
<p>Responsibility 2: Pastoral Care and Connection</p>	<p>Build and champion a culture of 'community caring for community'</p> <ul style="list-style-type: none"> • Develop and implement practical ways to build a culture of care amongst volunteers and patrons • Provide pastoral care to visitors and patrons to Wesley Centre in particularly challenging and vulnerable circumstances. • Connect patrons to areas of practical help including Wesley Mission and other community services • Support the Chaplain in building a wider community of care through connection with service providers, churches, community groups
<p>Responsibility 3: Discipleship</p>	<p>Assist with building up Wesley Congregational Life's discipleship program</p> <ul style="list-style-type: none"> • Assist Ministers and Pastors in creating discipleship opportunities for congregations to serve in our CBD ministry and other related ministries • Mentor and equip Wesley Connect volunteers through training, one on one intentional conversations, referral (internally/externally) and leading by example • Encourage and help develop effective ways volunteers can contribute their own unique gifting to the ministry



6. Other Professional Responsibilities

Values Driven Service Culture	<ul style="list-style-type: none"> Proactively support a positive service culture across all service areas and provide leadership that is supportive, non-judgemental and reflective of Wesley Mission's values Regularly meet with Wesley Community Services teams and Pastoral staff to maintain effective professional networks.
Positive Stakeholder Relationships	<ul style="list-style-type: none"> Work with other staff and teams across Wesley Mission as well as the wider work of the Uniting Church as required. Attend significant social/ministry events, worship services and formal meetings within Wesley Mission as required.
Financial Accountability & Sustainability	<ul style="list-style-type: none"> Adhere to established financial policies and procedures.
Effective WH&S & Risk Management	<ul style="list-style-type: none"> Be appropriately responsible under the Work Health and Safety legislation for the health and safety of persons for yourself and whom you are responsible in compliance with all site procedures Adhere to policies and procedures addressing the requirements of Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work Health and Safety
Validated Compliance Standards	<ul style="list-style-type: none"> Practices within the guidelines described in the Code of Conduct and Ethics and other Statutory requirements necessary.
Confidentiality and Privacy	<ul style="list-style-type: none"> Demonstrates an understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality

7. Selection criteria

To be successful in this position, candidates must possess the following:

Experience and Qualifications

- Pastoral Care and or Counselling qualification, e.g., one or more units of Clinical Pastoral Education (CPE) or equivalent.
- Experience in providing pastoral care to clients and staff in a community services context especially among those who are hurt, disadvantaged, oppressed or marginalised
- Experience working in church contexts with a diversity of ethnic, socio-economic and theological backgrounds
- Experience in church missions and discipleship initiatives
- Experience in a coordination role and volunteer management



Skills and Behaviours

- Able to provide pastoral care and support in crisis situations to clients and staff
- Passion for working with the vulnerable and marginalised of our society
- Resilient, flexible and able to remain calm in challenging situations
- Respects and maintains a high level of confidentiality where appropriate
- Highly organized, flexible and adaptable
- Demonstrated ability to work unsupervised as well as in a team environment
- Innovative approach to problem solving and commitment to follow through
- Effective team player with a positive can-do attitude
- Demonstrated competence working in groups with people who lack interpersonal skills
- Outstanding interpersonal skills, flexible, patient, and ability to relate well to all levels of society that Wesley Mission interacts with
- Excellent communication skills, written and oral skills
- Excellent computer skills in MS Outlook, PowerPoint, Word and Excel

Knowledge

- Understanding and commitment to the vision, mission and Christian principles of Wesley Mission and its Word and deed ministry
- Commitment to and trust in the Lord Jesus Christ
- Strong grounding in the Bible and able to teach
- Knowledge and understanding of safe work health and safety practices.

Other Requirements

- Hold and continue to hold a WWCC issued by the NSW Office of the Children's Guardian
- Hold and continue to hold an entitlement to work in Australia
- Holds a current NSW Driver's License

8. Role Details

This role is full-time, based in Sydney CBD.