

## Chaplain Competencies

In Catholic Health Initiatives' *Measures of Chaplain Performance and Productivity (MCP)*, 15 chaplain competencies were consistently mentioned by all groups interviewed in Phase Two of the study project. Those competencies are the ability to:

1. Deliver spiritual/pastoral care and support that is personalized and focused.
2. Conduct a multifaceted assessment of a patient.
3. Participate in interdisciplinary conferences and contribute significant data for comprehensive and holistic care/treatment plans.
4. Help others explore options and empower them to identify and take the next step(s) toward spiritual fulfillment.
5. Network with community clergy and congregations, providing a continuum of spiritual/pastoral support within a variety of care contexts.
6. Initiate and facilitate institutional or community-based meetings for systemic improvement.
7. Negotiate mutually acceptable outcomes among diverse viewpoints.
8. Employ systems thinking and systems management (e.g., facilitating relationships, building partnerships, networking constituencies) toward more comprehensive, personalized and holistic outcomes for patients and staff.
9. Interface with community and staff regarding holistic care.
10. Function as an organizational symbol of mission, spirituality and values.
11. Help others (patients/residents, families, staff) identify and manage their inner resources.
12. Help others (patients/residents, families, staff) pursue next steps in their personal development.
13. Help organizations or systems identify and manage inner resources and pursue next steps in their development.
14. Assess and respond sensitively to cultural and religious diversity.
15. Help groups and individuals reflect on their lived experience from a theological or faith perspective without imposing any personal bias.

In the following pages, you will find competencies 2 through 14 addressed. Competencies 1 and 15 are so much a part of chaplain activity that it would be redundant to address them here. Following competencies 2 through 14, you will find explanations of nine additional competencies, called *support competencies* because they are foundational to those listed above.