Chaplaincy

Manual

Template Only

Originated by Christian Venues Association

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# Introduction

(Include history of the Association)

# This Manual

This Manual has been provided to:

1. Allow prospective Chaplains to gain an insight into the ministry of chaplaincy to The Association;
2. Provide a guide to the Chaplains as they continue in their service.

# Policy

## 1. The Benefits of Chaplaincy to Members and the Association

#### 1.1 Chaplaincy provides the Association with:

* A regular personal link between the Membership and the Association/Regional Committee;
* A person to turn to in times of concern;
* An oversight of the care and nurture of the whole Christian camping community, with feedback that may assist in averting widespread crises;
* Support for the ministry that is Christian Camping by providing spiritual nourishment where it is lacking & when it is requested;
* A healthier Christian Camping Community.

#### 1.2 Chaplaincy will provide Members with:

* A person to turn to in times of need and concern;
* Encouragement and recognition of the ministry members perform;
* Support for the spiritual development of members.

## 2. Chaplains’ Responsibilities

#### Confidentiality

* Members may share confidential matters with Chaplains and this confidentiality must be maintained unless the law requires otherwise.
* There may be instances where the CEO will need to be notified immediately of an emergency or other matter that has the potential to damage the Association.
* There will be general matters that may be shared with Regional Committees and/or CEO and matters that (with permission) may be shared with the whole membership by way of newsletters.

#### Sponsorships to Conferences

* Conferences are a very important time of connection for our members. Due to their work hours, many camp workers find it difficult to be involved in local communities or attend church regularly. Conferences can therefore be a great time of refreshment, as well as an important opportunity for networking, not only in the work sphere but the spiritual as well.
* It is the Association’s desire that as many members attend as possible. However, financial constraints can be the reason some do not attend. The Association sets aside some funds to wholly or partly sponsor members to attend conference. In the 6 months leading up to conference, chaplains are asked to be on the lookout for members who need and would benefit from such sponsorships and when identified, feed this information back to the CEO for consideration.

## 3. What the Chaplains’ Role Does Not Include

#### Who are the Members?

* Chaplains may encounter issues between employees and management. The Association is an association primarily of Organisations and so Chaplains must be sensitive to balance the needs of the Members and their staff.
* Chaplains are asked to show considerable maturity and wisdom in balancing an individual’s needs and those of Members.

#### Employment Relations

Chaplains should recommend individuals in need of advice regarding employment issues**,** contact the Association Office to determine the appropriate organisation to provide the advice they require.

#### Ambassador

It is important to emphasise that the Chaplain’s role (though in practice ambassadorial) should be seen primarily as that of Chaplain.

Th Association/Board/Committee (who have primary responsibility to promote the Association) are thankful for the promotional support provided by the Chaplains. However, in any issue where the roles of Chaplain and Ambassador are in conflict, the Chaplain role must take precedence.

## 4. Appointment and Term of an Association Chaplain

#### The Chaplain Should:

* preferably be a trained **Minister of Religion** with Chaplaincy/Pastoral Care experience;
* be both sensitive and creative;
* be a good listener;
* be a good communicator;
* have a sense of humour;
* be organised, energetic and outgoing; but not forceful;
* be prepared to drive and visit remote centres on a regular basis, with a set agenda of visits per year, as set in consultation with the Regional Committee and CEO. This should be seen as a minimum of one face-to-face visit per year with phone contact at least one other time;
* relate easily to camp/centre staff and board members;
* have an appreciation of isolation ministry and trauma counselling;
* report to the Association/Regional Committee meetings, having an ex-officio position on that committee;
* have the courage to plan for a successor;
* recognise that all dealings are confidential;
* recognise that in many cases, members have their own church and denominational support and that the Association is not in competition.

#### The appointment of a Chaplain is made by the Board/Committee and will:

* have the prayerful support of the Regional Committee;
* be made for a renewable period of two years at a time;
* be supported by provision of sufficient funds, so that the role does not burden the chaplains or their family;
* be a sufficient number of chaplains to allow for the visits outlined above to occur;
* be recognised as an official but independent function of The Association;
* be under the direct responsibility of the CEO;
* If the Chaplains become aware of members’ concerns with regards to the CEO, they are to approach the Board Chair directly.

#### Board/Committee will oversee the appointment of a “Senior Chaplain”:

* to act as Chaplain to the Chaplains;
* to provide feedback to the Board;
* to be under the direct responsibility of the Chair of the Association.
* to act as Chaplain to the Board and at national functions of the Association.
* all chaplains have a responsibility to care for each other.

#### Term

Chaplains are appointed for two years and can have the term extended by similar two-year terms by resolution of the Board/Committee. A Letter of Appointment / Contract will be provided as this is a requirement of the Travel Insurance that the Association holds on the Chaplains’ behalf.

#### Breaks

(CVA has a free call number for members to call the chaplain in their state – this may not be applicable in your circumstance)

Chaplains will need to take holiday breaks and may need to stand aside short-term for medical or other reasons. In these cases, the 1800 phone will be diverted to one of the other Chaplains, in discussion with the Senior Chaplain and CEO.

## What issues a Chaplain may Encounter (This list is not exhaustive)

#### Denominations

The Association is a truly interdenominational organisation. In recognising the truth of Jesus, it also recognises that there are many expressions of Christian Faith and Christian Ministry. Any issues that a Chaplain may have with a Member’s expression of their camping ministry MUST be brought to the attention of the CEO or Chair of the Association BEFORE raising the issue with any other person.

#### Burnout

Many people employed in Christian camping are suffering burnout to some extent. A Chaplain’s visit may prove instrumental in that person seeking assistance or resolving the issue.

#### Turnover

Regretfully Christian camping can be a high turnover industry and Chaplains may need to re-make contacts at sites previously visited.

#### Board/Employee Tensions

Chaplains will often be told of these tensions. Experience has shown that in EVERY case, there are two sides to the story, so Chaplains must remain neutral. Employees can be encouraged to contact the Association office to seek reference to professional or legal help.

#### Employment Conditions – Salaries

It is acknowledged that in some areas of Christian camping, pay rates are very low. Again, employees can be encouraged to contact the office to seek reference to professional or legal help.

#### Discouragement & Lack of Support

Staff may show signs of discouragement and express feelings of a lack of support from their organisations. Chaplains are encouraged to use their skill and experience to assist members in understanding that they are part of a national and very effective Ministry.

#### Lack of Career Path

This is often a fact of working in smaller Christian Camps and Conference Centres.

#### Isolation

A very real issue for smaller rural sites, where Boards may be far away. Local Church life may be difficult to access as staff work weekends and local churches only meet on Sunday mornings. Approximately 10% of the memberships nationally (varies considerably in Regions) are privately funded operations. These may not have a Board or Denominational support and face a different set of issues.

#### Lack of Mission

Some employees will discover after commencing employment that the role is not what they thought it would be.

#### Unbelief

There will be staff on sites (some in senior roles) who will openly indicate that they are not Christians. Some Member organisations do not require staff to be Christians. The Chaplains role is NOT to challenge these situations. The Chaplain is available to assist, and counsel as required. There will be occasions where it is appropriate NOT to pray with staff as it will make them uncomfortable in a way that will hinder further Chaplaincy.

# Procedure

## 1. The Chaplains’ Role

#### Visitation

* Chaplains are expected to actively seek to visit members within their jurisdiction at least annually.
* Visits should not impinge on the work of the camp or conference centre and should be prearranged with the appropriate manager. Be sensitive to staff who indicate even a short visit may not be appropriate.
* Chaplains may use the (enter the name of your document that introduces your chaplains) to inform centres of their roles, responsibilities and limits.

#### Phone Contact

* Members are encouraged to phone the Chaplains for counsel.
* Chaplains are encouraged to phone members at least annually.

#### Emergency / Crisis Response

* There may be events that require a Chaplain’s attendance as a matter of urgency. If the Chaplain is unable to attend, they should try and arrange for another qualified person to assist.
* Where a significant event has occurred, Chaplains should consider what further assistance may be required and use the resources of the Association’s Office to arrange (as appropriate):
* Trauma Counselling
* Peer support (help by other Association members)
* Media advice
* The National Office (enter phone number) should be informed (out of hours call enter relevant person and mobile number).

#### Reporting

* Chaplains hold ex-officio positions on Regional Committees.
* A short report of activities since previous meeting should be provided to each committee meeting (even if unable to attend) with a copy emailed to the CEO for reference.
* It will be beneficial if the non-confidential details of each member contact are recorded using the (enter your database system, if applicable). Access to this system will be provided by the National Office, Office Manager, once Chaplains are appointed. This database system will provide the Chaplains with all the relevant information they may require for visitations and phone calls.
* Chaplains are encouraged to use the CRM database and enter the details themselves. However, if they would prefer, they may provide the Office Manager with specific details of their contact with members for entry by one of the National Office staff.
* Chaplains are encouraged to prepare and distribute (through the Association Office) newsletters to members within their region.

#### Attendance at the Association Events

* Chaplains are encouraged to attend as many Association events as possible. They are encouraged to play a part in events – but not necessarily required to give the devotional each time.

#### Time Constraints

* Chaplains should only allocate the time they believe they should. Where the role becomes too time-consuming the Association should be asked to appoint further Chaplains to ease the workload.
* This is an honorary role and the Association recognises the gift that the Chaplains are to the membership.

#### The Association Ambassador

* The primary role of the Chaplain is not that of an ambassador for the Association although this is what many members will see.
* The Chaplains are independent counsellors, providing support, comfort and encouragement as appropriate.
* Chaplains are not expected to promote the services of the Association, but clearly may encounter times where referring members to the Office for specific advice would be appropriate. Chaplains will be provided with the same information as provided to Members.

## 2. Financial Considerations of the Role

#### 2.1 General Principles

* Chaplains volunteer their time and expertise. They should not be out-of-pocket for costs associated with their work.
* Chaplains are asked to submit monthly claims to the Association Office (a sample claim spreadsheet will be provided).

#### 2.2 Accommodation

* Chaplains may claim accommodation.
* Many centres will offer accommodation – Chaplains must not feel obliged to accept these offers as they need their privacy.
* Reasonable costs of meals should be claimed from the Association. The following are guidelines for the average costs of accommodation and meals



#### Transport and Travel

* Mileage allowance for car travel
* First 500km of any one visit $ per km
* Any additional kms per trip fuel cost only
* An additional $ per km when towing a van, using a motor home
* A hire car (insert relevant information) (EXAMPLE: is available for use via our contract with Hertz at any time. Please contact the National Office to arrange a Hertz card. This may be an excellent option for long trips when a chaplain wishes to avoid wear and tear on their car).
* Air transport to distant sites is provided for the Chaplain and spouse as determined with the CEO. Cars may be hired in such circumstances and all associated costs are borne by the Association.
* Air travel, accommodation & conference costs for Association Conferences is provided.

#### Administration Costs

All administration costs of Chaplaincy are to be borne by the Association. Where a Chaplain has telephone, postage or other admin costs, they may be claimed from the Association.

#### Gifts

There will be occasions where it is appropriate for Chaplains to take Members out for meals or to other functions because the Chaplain assesses the situation as needing it. The costs of such events will be borne by the Association. The National Office and Chaplains will determine what annual gift is to be used during visitation.

#### Trip with mixed Purposes

It is acknowledged that at times Chaplains will combine a tour to remote or regional sites with an opportunity to relax and take a vacation. Whilst the Association appreciates the volunteer nature of the work and the value of the work the Chaplains undertake, the Association requests that the Chaplains request only “reasonable” expenses based on the percentage of time that the trip is Association-focused rather than recreation-focused.

# Version Control