**Role Description: Pastoral Visitor**

Under the direction of the clergy or through a Pastoral Team Leader, the Pastoral Visitor is the caring face of the Church. Pastoral Visitors serve as the eyes, ears and hands of the Church, delivering care to the vulnerable and those in need of help or support in the congregation and the wider community. Pastoral Visitors enable a prayerful presence to be available for all who seek or need support when the clergy alone may not be able to serve all those in need.

**Duties/Responsibilities**

* Visiting as directed by Incumbent or Team Leader
* To listen
* Offer conversation
* Pray and support
* Make and maintain telephone contact with identified people
* Visit in homes, hospital, workplace as directed
* Be aware of vulnerable adult safeguarding issues, assess particular needs and refer them to the appropriate person/agency
* Ensure appropriate confidentiality (where safeguarding protocols allow)
* Offer advice and guidance, and signpost to other support agencies
* Offer support with shopping and paying bills/banking money

**Responsible to (named contact for support and resolution of any difficulties):**

[The Incumbent]/[Pastoral Team Leader].

**Checks Required Prior to Appointment**

* Handling money for a vulnerable adult (i.e. shopping for them, paying bills) is Regulated Activity, therefore a Pastoral Visitor engaging in such activities must have an Enhanced DBS check with a check of the Barred List against the Adult workforce.
* At least two references must have been received indicating that they have no concerns regarding the applicant’s conduct around vulnerable adults.

**Safeguarding Responsibilities**

In co-operation with the Incumbent, the Pastoral Team Leader and the Parish Safeguarding Representative, to:

* ensure that the guidelines for activities with adults who may be vulnerable are followed in all pastoral visiting activities
* ensure that adequate training has been undertaken and an induction period has been completed to ensure the safety of both the visitor and the person being visited
* ensure that risk assessments are carried out before visiting for the first time
* ensure that safe working practices are in place and followed at all times
* be aware of and observant for any signs of abuse, harm or neglect when visiting
* share all concerns, however minor, regarding the well-being of the individual (be it physical, mental, emotional or spiritual) with the Pastoral Team Leader, Incumbent or Parish Safeguarding Representative to reduce the risk of harm to them

**Safeguarding ‘Dos & Don’ts’**

*Protecting others and protecting yourself*

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| **Do** | **Don’t** |
| * Report all concerns about the safety or well-being of an individual to:-
	+ the Parish Safeguarding Representative
	+ the Diocesan Safeguarding Team
	+ Adult Care Services (where you have serious concerns and you are unable to contact the Diocesan Safeguarding Team)
	+ the Police (where there is an immediate risk of harm to a person)
* Visit in pairs where possible and where agreeable with the person being visited
* Carry out a personal risk assessment for lone working if visiting alone and let someone know where you are going and when
* Take a mobile phone
* Keep a record of all visits
* Record any money taken, spent or collected in the course of a visit
* Keep a written record of all incidents or disclosures (signed and dated)
 | * Visit unannounced; make arrangements with the individual or through their family prior to visiting
* Enter the home if their manner is such that you suspect they are under the influence of alcohol or they appear angry or upset such that you fear for your own personal safety; offer to call someone to help them or arrange to visit on another day – record and report what you observed
* Allow yourself to be locked in or unable to readily access an exit
* Offer confidentiality when you have a duty to report all concerns for safety
* Investigate disclosures; simply get clarification of details and report the information shared
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