

Pastoral Care:

What can you expect as a member of Whanganui Anglican Parish?

Vision: To be the family of King Jesus, seeking and nurturing siblings

Pastoral care is something which each of us in the family of King Jesus, his Church, is called to. Some have special gifts in this area, but each one can exercise a ministry of care and prayer within a home group, among friends, within our congregations.

“Carry each other’s burdens, and in this way you will fulfil the law of Christ.”
Galatians 6:2

Carrying burdens is done in so many different ways. Our expectation is that this is already happening naturally within our fellowship; may God increase it. However, there may be times when people within our church family require something specific: the following information is designed to assist with this.

It is important not to assume that your need is known and will be shared with others and/or the pastoral care team. Any parish “grapevine”, to the extent that it exists at all, is imperfect and incomplete. Further, the requirement to maintain high standards of confidentiality means that we are reticent about sharing information.

It is important too not to assume that we will automatically respond to your need in the way you expect. There are many ways of expressing care, so it is easy for there to be a mismatch between expectations and what occurs.

So please, if you have a need, *ask*.

Beyond the care that should be naturally given within our fellowship, the capabilities of the parish-wide pastoral care team can be accessed via the parish’s Pastoral Care Coordinator:

Pastoral Care Coordinator	Louise Rostron
(Deputy)	Bennie Muller

Congregations

It is hoped that you regularly worship as a member of one or more of our Sunday or weekday congregations. For details check our website www.whanganuianglicans.org.nz

It is expected that congregation members will support one another in many of their pastoral needs. Congregation members can seek the support, for themselves or others, of the congregation’s Care Enabler if needs are ongoing or are beyond their personal capacity, but will seek your permission to share this information with the Enabler before doing so. The Care Enabler will seek confidential help from the parish Pastoral Care Coordinator where required, and to ensure that cross-congregation matters are addressed appropriately.

Care Enablers (and deputies) for each congregation:

Christ Church 9am	Bruce Crichton
Christ Church 10.30am	Louise Rostron (Bennie Muller)
St Chad's	Sue Lacy
St Oswald's	Lesley Willemsen
St Mary's	Lynne Gray
St John's	Joy McGregor
All Saints	June Hillier (Lee Tucker-Ramage)
St Peter's	TBA – contact the clergy

Home Groups

These groups are available for you to join. You can meet for others for fellowship, Bible study, prayer and support. There is a selection of groups meeting in the day time and evening.

Phone the parish office for current group details – 345 7723.

It is expected that home groups will provide pastoral support to their members to the extent possible within the capacity of the group. Pastoral needs shared in home groups will remain addressed within the group unless you specifically ask otherwise or the group leader feels that the need is such that other counsel or support is warranted through the Pastoral Care Coordinator (in which case the matter will be raised confidentially with the Coordinator only).

Prayer Chain

This is available for you to call in with prayer requests for anything or anyone you would like. It is a group of people who commit to pray confidentially for those needs. Information shared with the prayer chain stays on the prayer chain: it is not the conduit to use to seek any other kind of pastoral support.

Please contact: Sheila Davies ; Valerie Bing or Susanna Norris

Prayer ministry

Prayer ministry is available at many of our church services if you request it: if in doubt, consult the person leading the service. Information shared in this setting is not shared with the wider pastoral team unless you request that this be done.

Prayer ministry can also be requested outside of the context of worship – contact our Pastoral Care Coordinator.

Anointing

In conjunction with the ministry of prayer, anointing with oil can be provided – a vivid, sacramental expression of God’s love in times of sickness. As a sacramental act it can only be administered by those authorised to do so. If you desire anointing, please contact our Pastoral Care Coordinator to arrange for an appropriate person to do this for you.

Holy Communion

For those in many of Whanganui’s Rest Homes, the parish offers regular (usually monthly) Communion services, led by a team of (primarily) lay people. Contact the Parish Office 345 7723 for details.

In addition, Communion can be provided to the house-bound in an individual’s Rest Home room or at home. Please contact our Pastoral Care Coordinator to arrange for this to take place.

Those providing Communion will not assume other needs require addressing unless you specifically ask: information about those receiving Communion is not routinely shared across the team.

Hospital visiting

The Parish has high regard for the ministry of the hospital chaplain, and regards his ministry as being complementary to that of the Parish.

The Parish provides visitors to Whanganui Hospital, operating under the authority of the hospital chaplaincy. These visitors usually make their visits once a week, on Thursdays, and attempt to visit everyone who has identified as “Anglican”. Hospital policy means that these visits are kept confidential, so there is no parish follow up during or after the hospital stay unless you specifically request it.

If you would like a parish visitor during your stay in hospital, or following discharge, please contact our Pastoral Care Coordinator.

Visiting

A parish visiting team keeps in touch with those known to us who are lonely, bereaved, shut-in, and the like.

Please don’t just assume that we will know where visits are needed or appropriate – any parish “grapevine”, to the extent it exists at all, is far from perfect and complete.

If you wish to arrange for a visit for pastoral conversation, for yourself or for someone else you are concerned for, please contact the Parish Pastoral Care Coordinator.

Counselling

Pastoral counselling is available where needed. This should not be considered the same as a professional counselling service, but rather is a conversation in which we seek to help you find where God is at work, what God might be leading you towards, and positive steps for you to take. Within the team we do also have some people with a certain amount of expertise to offer tools and counsel in particular areas – for example, in relationships.

We will discuss with you how we might proceed if your need is beyond our capacity to address.

Please contact the Pastoral Care Coordinator who will arrange for an appropriate person in the first instance.

Mentoring

Mentoring is a team of trained listeners offering 'alongside' support to people in need. This group will engage with organisations in the local community for referrals, but is also available to parishioners who need someone to journey alongside. Please contact the Pastoral Care Coordinator to discuss whether this is for you.

Practical help

If you have need for some practical help – e.g. meals, a ride to an appointment, a tidy-up of your house or section – we may be able to help. Parishioners volunteer their support of one another in this way, so our capacity is finite.

We also have access to some donated funds to assist those in pastoral need – for example, to purchase emergency groceries, pay for an urgent doctor's appointment, or fund travel or accommodation in a crisis situation. Cash is not usually given out.

Contact the Pastoral Care Coordinator to discuss your need.

Funerals

If you wish to pre-plan a funeral or to discuss matters relating death and funerals ahead of time, please talk to one of the clergy team.

If you wish for ministry – e.g. prayer and anointing – when a death seems imminent, please contact the Parish Office 345 7723 to find out who the duty clergyperson is.

Once a death has occurred and you wish to make funeral arrangements, you can either ask the funeral director to make the initial contact for you, or you can contact the clergyperson responsible for your regular congregation, or contact the Parish Office 345 7723 to find out who the duty clergyperson is. We try to respect your wishes as to who takes the funeral service; but must also have regard to the workload of each of our clergy.

Baptism or Dedication; Confirmation; Marriage

If you wish to inquire about these sacraments/services, please talk to one of the clergy team. If you are a regular member of one of our congregations, it is appropriate to direct your inquiry to the clergyperson who leads the service you attend. Otherwise, inquiries can be made via the Parish Office, 345 7723.

Whanganui Anglican Parish Pastoral Care Policy

Vision: To be the family of King Jesus, seeking and nurturing siblings

Pastoral care is an expression of the love of God for all people throughout their lives, and especially of our being “family” together. We seek to be aware of people’s needs and to enable the congregation to respond appropriately.

Pastoral care of one another is central to the work and witness of the church in our communities – “See, they say, how they love one another”.

At the Whanganui Anglican Parish pastoral care is shared. Our Pastoral Care team comprises the clergy, the Pastoral Care Coordinator, congregational Care Enablers, teams of volunteer helpers in various areas, and, importantly, every member.

Members of the parish are involved in informal pastoral care, providing practical support within the congregation where the need of help, prayer, encouragement or a visit arises. They are to be regarded as official representatives of the Parish as they exercise this ministry. The Pastoral Care team members are volunteers who support this work of the whole church, through coordination and, where necessary, drawing on the resources of the wider parish and beyond

In situations of sickness, stress, hospitalisation, bereavement or difficulties that may arise pastoral care is delivered through:

- The ministry of every member, in their congregations and homegroups
- The Pastoral Care team
- One to one mentoring
- Practical help
- Bereavement support
- Hospital visiting, weekly
- Rest Home visiting, and communion (usually as periodic resthome services, but also available in one’s own room)
- Visiting to one’s own home
- Prayer, listening and support
- Prayer chain (confidential)

This Pastoral Care Policy will be implemented by:

- Being effective through good communication:
 - Ensuring roles are clear, and having good interface between them (e.g. as between Pastoral Care Coordinator and the Care Enablers), facilitated by appropriate meetings
 - Communication of expectations to all parishioners
 - Ensuring records are accurate
 - Allocating resources appropriately
 - Ensuring procedures are in place for effective review and reappraisal
- Training
 - Implementing and developing ongoing training and teaching on pastoral care
- Policies and procedures around standards

- Leaders (and others designated) being subject to Police check
- Training being given on the content of the Codes of Conduct and Ethics and the maintenance of appropriate boundaries and confidentiality.
- Leaders (and others designated) will be required to sign to declare their understanding and acceptance of the requirements of this policy, parish pastoral care volunteer guidelines, and the Codes of Conduct and Ethics

Whanganui Anglican Parish takes pastoral care very seriously, especially the desire to provide a high quality of care and to meet the requirements of good conduct.

Carry each other's burdens, and in this way you will fulfil the law of Christ. (Galatians 6:2)

Whanganui Anglican Parish: Pastoral Care Volunteer Guidelines

These Guidelines are to be read together with “Whanganui Anglican Parish Pastoral Care Policy”.

While the Policy of the Parish reflects every-member ministry in relation to pastoral care, there are some specific volunteer roles established to support this work of the whole church, through coordination and, where necessary, drawing on the resources of the wider parish and beyond. Such roles include (but may not be limited to):

- Parish Pastoral Care Coordinator
- Congregational Care Enablers
- Visiting team members
- Home/Resthome communion team members.

People holding these roles bear the mantle and authorisation of the Parish, and thus the expectations of parishioners, in a way that exceeds what is expected of “ordinary” parishioners exercising care of their fellow members. These Guidelines are written for this group.

Desired personal attributes:

- Genuine care for people, an ability to show warmth
- Non-judgemental attitude towards others
- Ability to respect confidences
- Good communication skills
- Emotional maturity
- Sense of humour
- Good self-esteem
- Sensitivity and awareness
- Willingness to give of oneself to others
- Flexibility
- Awareness of own gifts and limitations
- Submission to authority
- A team-player, rather than a “lone ranger”; willing to seek help
- Supported spiritually and emotionally in own life (see spiritual guidelines below)

Practical guidelines

Each team member is required to:

- Appropriately identify oneself to those visited/ministered to
- Ensure appropriate records are kept in the manner required
- Adhere to the Diocesan Codes of Conduct and Ethics¹ (appended), which are provided for the mutual safety of those engaging in ministry and those receiving it

¹ These Codes are found in the volume of Diocesan Standing Resolutions, available from the Diocesan Office or on the Diocesan website - <http://wn.anglican.org.nz/files/docs/handbooksmanuals> . The version downloaded 16 January 2019 is appended for ease of reference; but the website should be consulted at least annually to ensure that any amendments are captured.

- Obtain permission from the person if it is felt there is a need to be addressed beyond your capacity, thus breaking confidentiality
- Undergo a Police check in accordance with Diocesan requirements notified from time to time
- Have sensitivity to individual and cultural differences
- Liaise regularly with team leaders
- Be willing to attend relevant training sessions provided

Spiritual guidelines

1. Who I am is more important than what I say

It is important to:

- Maintain a living personal relationship with God
- Live consistently as a follower of the Lord Jesus
- Accept, and where appropriate be honest about, your own humanness and weakness
- Express the love of Christ
- Demonstrate trustworthiness and dependability

2. Watch out for planks (Matthew 7:3) – What gets in the way?

- Let the Holy Spirit search your own life, and show you anything that gets in the way of your ministry
- Be humble – avoid taking a position of superiority – learn from others

3. Not us, but Christ

- We have to be filled with Christ, His love, wisdom and power. We don't take the credit: it goes to God.

4. We are concerned with people, not problems

- “She's not a ‘client’ – she's a heart-broken mother...”
- Constantly check that we are seeing people as Jesus sees them: people, not problems
- They are individuals personally made and loved by God, not ‘clients’ or ‘cases’
- Jesus just had people into whom he poured God's love

5. Listening is Loving

- Listening is giving ourselves and all our attention to those who are talking to us
- Don't just listen, *hear* as well
- Listen; watch the body language, the signs; watch for what causes anxiety
- By listening rather than advising, we take care to ensure that we give agency to the individual – they need to decide and own each step

6. Listen to God

- God speaks in all sorts of ways: through thoughts, Scripture, knowledge, wisdom, prophecy, dreams, visions ...
- Have a general attitude of being open to God's Spirit
- Wait until they hear it too: don't force “God says ...” on them

7. Make the most of the Bible
 - In the Bible we have the revealed truth about God – we must set it to work in people's lives

8. Prayer is the key (Ephesians 6:12,18)
 - Make sure your ministry to others is soaked in prayer
 - Get others to pray for you
 - Pray for yourself
 - Pray for those you are wanting to help
 - Pray *with* those you are wanting to help
 - Pray so that things are put into proper perspective
 - In all your prayer, minister Christ, the One who can meet every need.

Appendix: Codes of Ethics and Conduct

E7 CODE OF ETHICS

(1) Purposes

For all people who hold a Bishop's Licence, and for others who minister under the authority of the Church, in the Diocese of Wellington, this code:

- (a) provides a statement of what both church members and the general public may expect from ministers.
- (b) helps to define both personal responsibility and autonomy in relation to the wider ministry of the Church.
- (c) provides an indication of the standards on which ministry is offered under the authority of the Church.
- (d) reinforces the corporate and mutual responsibility of ministers. (e) offers a resource for understanding the nature of responsible ministry.

(2) Principles

- (a) Every person, being created in God's image, has infinite worth and unique value, irrespective of origin, race, ethnicity, gender, age, belief, social or economic status, sexual orientation, marital status, contribution to society or present psychological, physical or spiritual state.
- (b) All ministry, regardless of its form, should seek to bring glory to God, and further the best interests of those who receive it.
- (c) Every person may expect to be supported in the development of their God-given potential, while recognising the same expectation in others.
- (d) Every person, whether or not presently a member of the Church, may expect to receive objective and disciplined knowledge and skill, to enable that person to grow in the Christian faith.

(3) Responsibilities to the Church

- (a) Ministers will recognise their membership of the Body of Christ, the Church.
- (b) Ministers will offer their gifts to the development of the declared ministry and policies of the Anglican Church.
- (c) Ministers will adhere to standards of ministry as accepted by the Church, and work for their advancement.
- (d) Ministers will accept the authority of the church to regulate their conduct.
- (e) Ministers will be responsible in the amount of time that they give to the ministry of the Church, guarding against both over-commitment and avoidance of responsibility.

(4) Responsibilities to those receiving ministry

(a) Ministers will recognise the right of persons receiving ministry to privacy in respect to the collection, use, disclosure and retention of information as set out in the Privacy Act 1993. Here, 'information' means personal information, both written and oral, about an identifiable individual.

(b) Ministers providing the Ministry of Reconciliation will recognise the right of the person receiving the ministry to complete confidentiality, both by law, and in keeping with the rubrics on page 750 of 'A New Zealand Prayer Book, He Karakia Mihinare o Aotearoa'.

(c) Ministers providing other forms of ministry will recognise the right of those receiving ministry to confidentiality in situations other than those referred to in clause (b). Confidentiality must be maintained except where disclosure is necessary to prevent or lessen a serious and imminent threat to:

(i) the life or health of the individual concerned or another individual; or

(ii) the public health or public safety. Generally, in other situations, confidentiality should be breached only with the consent of the person receiving ministry, or as otherwise required by law.

(d) Ministers will not abuse their position by taking advantage of those to whom they minister for the purposes of personal, institutional, political or financial gain.

(e) Ministers will recognise the right of persons receiving ministry to be free from threat of sexual exploitation or sexual harassment of any kind. [refer Section (7)].

(f) Ministers will encourage those receiving ministry to make their own decisions and take responsibility for their own lives, under God.

(g) Ministers will recognise the limits of their own competence and personal interest, and refer those to whom they minister to others when this is necessary or desirable.

(5) Responsibilities to other ministers

(a) Ministers will treat other ministers with respect, consideration, fairness and good faith.

(b) Ministers will recognise the abilities, expertise and views of other ministers and value the contributions they make.

(c) Ministers will respect the confidence of other ministers.

(d) Ministers will seek resolution of conflicts which arise with other ministers, using mediation where necessary.

(e) Ministers will, when appropriate, cooperate with other ministers when it is in the best interests of the people to whom they minister.

(f) Ministers will respect the time constraints of other ministers.

(6) Responsibilities to themselves

(a) Ministers will recognise that there are limits to the ministry they can properly provide and that respect for their own health and well-being is necessary.

(b) Ministers will recognise their own need, and that of their family, for recreation, refreshment and renewal for which, at times, they may need to call on the support and expertise of others.

(c) Ministers will recognise their need for regular supervision and spiritual direction to maintain a high standard of ministry, and will make their own arrangements to secure this.

(d) Ministers will recognise their need to update, extend and enhance their knowledge and skills regularly.

(7) Pastoral relationships within ministry

(a) Ministers, like others involved in 'helping' professions, will adhere strictly to their

ethical obligations. It is always the responsibility of the minister to ensure that the pastoral relationship remains healthy and in the best interests of the person receiving ministry.

(b) Ministers will be aware of the deep and intense feelings that can occur within a pastoral relationship. They will monitor not only the emotions of those to whom they minister, but also their own, to avoid any exploitation of the relationship.

(c) Apart from normative relations within marriage, a sexual relationship between a minister and a person to whom a minister is offering personal or individual ministry is never in the interests of either party, and is always an abuse of trust. The term 'sexual relationship' includes any form of physical contact which has as its purpose some form of sexual gratification, or which may be reasonably construed as having that purpose.

(8) Canon I, Title D²

(a) The provisions of this resolution must be read subject to Canon I, Title D; and

(b) If there is any inconsistency between the provisions of this resolution and the provisions of Canon I, Title D, the latter provisions shall prevail.

E8 CODE OF CONDUCT

(1) Preamble

This code is for all people who hold a Bishop's licence, and for others who minister under the authority of the Church, in the Diocese of Wellington.

(2) Purpose

(a) This code is intended to cover the conduct of persons who are licensed to practise as priest or deacon, also those who are qualified as priest or deacon, but who are not currently licensed by the Bishop, and all lay persons who are engaged in any formal duties recognised by members of the public as pertaining to church function (eg members of vestry, pastoral workers, lay ministers, etc).

(b) This code is intended to provide a set of boundaries to protect such ministers and also those who seek their services.

(c) As a companion document to the Code of Ethics, it is intended to offer support and guidance, and to empower ministers in the church in the day-to-day performance of their ministry.

(3) The Code

(a) Ministers are actively involved in the community.

(i) Ministers who are licensed representatives of the Church must be available to the public, and must not, without good cause, refuse to respond to requests for priestly or pastoral services within the scope of competence.

(ii) Ministers need to be especially sensitive about confidentiality and self-monitor both public and private statements and comments.

(b) Ministers must respect and never abuse the relationship of confidence and trust between themselves and any person seeking their services.

(c) Ministers must not enter into a priestly or pastoral relationship where there is, or is likely to arise, any conflict between their personal interests and the best interests of the other party.

(i) Perception by a minister that a conflict of interest exists, or is likely to exist, is sufficient cause to act in the best interests of the party.

(ii) Consent should not be made an issue for the other party, and a minister should be aware that a deeply held personal conviction or principle can distort objectivity.

²² *Canon I, Title D* applies only to those holding a licence from the Bishop (i.e. primarily clergy)

- (iii) In the event of a conflict, or likely conflict of interest, a minister shall:
- advise the other party of the conflict of interest, and that priestly or pastoral services should be sought elsewhere;
 - offer to assist with arranging alternative services.
- (iv) Potential areas of conflict include, but are not limited to the following:
- opportunity or invitation to exert power or control over a person's life;
 - sexual attraction towards the other person;
 - opportunity or invitation to act as a mediator/counsellor between two parties, where partiality exists for or against one of the parties.
- (d) Ministers should establish a work environment which, in a practical way, minimises the possibility of suspicion or misunderstanding.
- (e) Ministers must respect the ethnic and cultural background, gender, class and sexual orientation of those to whom they minister.
- (f) To evaluate, maintain and improve their work, ministers must learn how to recognise their personal and professional needs in areas of competence and emotional and spiritual well-being.
- (i) To do this, ministers should utilise ongoing self-evaluation, peer support, consultation, supervision, continuing education and/or personal counselling.
- (g) Ministers should question practices in the church community that appear to be harmful or abusive.
- (i) In exercising this tenet, they must seek advice, and safeguard the rights and dignity of the persons involved before acting.
- (h) Ministers should be productive in safeguarding their own integrity in priestly or pastoral situations, including:
- (i) maintaining proper appointments systems:
 - (ii) suggesting the presence of support persons (eg personal friend/relative, or church contact person) during private pastoral counselling sessions:
 - (iii) keeping discussion relevant to the issue at hand:
 - (iv) honouring confidentiality:
 - (v) refraining from undue familiarity:
 - (vi) avoiding physical closeness or inappropriate touch:
 - (vii) never using sexually demeaning words or actions, or jokes in doubtful taste:
 - (viii) not involving others in their own personal problems:
 - (ix) consulting about difficult situations, within the bounds of confidentiality:
 - (x) employing strong support systems and self-monitoring.

(4) Canon 1, Title D³

- (a) The provisions of this resolution must be read subject to Canon I, Title D; and
- (b) If there is any inconsistency between the provisions of this resolution and the provisions of Canon I, Title D, the latter provisions prevail.

³ *Canon I, Title D* applies only to those holding a licence from the Bishop (i.e. primarily clergy)