

1.1.1 Religious Services Coordinator Job Description

Job Title: *Religious Services Coordinator*

Classification of employee: *Exempt (as per FLSA)*

Primary Reporting Responsibilities: *[Contract SPC] Officer in Charge*

Program Compliance Reporting: *Designated National Management Liaison*

Contract Compliance Reporting: *[Contract SPC] COTR*

Approved by: *DHS – [Contract SPC] COTR*

Date:

Job Summary:

The Religious Services Coordinator provides spiritual and pastoral care to all detainees and also facilitates their opportunity to pursue their individual religious beliefs and practices in accordance with current law, federal regulations, and the DHS Detention Standards. The Religious Services Coordinator provides religious worship, education, counseling, spiritual direction, support and crisis intervention to accommodate the diverse religious and spiritual needs of all detainees. In addition, the Religious Services Coordinator is the facility's subject matter expert concerning religious practices. The Religious Services Coordinator's role is to be a non-judgmental caring influence in the lives of all individuals, a visible model of respect and caring for each person in spiritual need. Presence is the vital aspect of the Religious Services Coordinator's ministry throughout the facility.

Responsibility and Authority:

This position is located at the [Contract site] Service Processing Center. The Office of the Religious Services Coordinator operates under the general direction of the Officer in Charge (OIC) in direct conjunction with the Chief Detention Enforcement Officer (CDEO) and supporting staff. The Religious Services Coordinator is responsible for formulating, establishing, implementing, and improving upon a multifaceted religious service program designed to serve a diverse religious, cultural, educational, and social population. The Religious Services Coordinator has supervisory responsibilities with the Religious Services Specialist and the Administrative Assistant on site. The Religious Services Coordinator plans, directs, and supervises all aspects of the religious program and oversees the general running of the facility's religious service programs. The Religious Services Coordinator coordinates the provision of religious and spiritual

services by the clergy and other religious services provider's of all faiths from the outside local community. This includes the observance of Holy Days by faiths without local clergy.

Job Responsibilities:

The basic mission of the Religious Services Coordinator can be summed up in the following four core functions, each with its attendant areas of responsibility.

a) Pastoral care giving

The Religious Services Coordinator demonstrates pastoral care skills with sensitivity, approachability, and availability to both detainees and staff. Among the duties and responsibilities:

- i. Providing individual spiritual and personal counseling.
- ii. Assisting in emergency notifications.
- iii. Helping to bring resolution to crisis situations involving detainees, staff, or their families.
- iv. Being visible in all areas of the institution including Special Housing Units.
- v. Responding to identified needs of detainees.
- vi. Being an advocate for the religious rights of detainees.
- vii. Collaborating with the Public Health Service (PHS) in a holistic response to detainees.
- viii. Administering all requests for Religious Diets.

b) Religious Leadership

The Religious Services Coordinator ensures impartial religious leadership to meet the diverse needs of different faith groups. Among the duties and responsibilities:

- i. Regular and personal leadership at worship and prayer gatherings of his or her own faith tradition.
- ii. Establishes working relationships with local clergy and coordinates their contribution to the facility's religious program. Also, provides assistance to such clergy in the understanding of detainee related problems.
- iii. Supervising all religious services and meetings.
- iv. Overseeing the fair and equitable management of all resources.
- v. Insuring the security of the necessary sacramental wine mandated by several faith groups.
- vi. Being available for emergency situations.

c) Program Administration

The Religious Services Coordinator provides necessary program administration through skillful use of management tools and techniques. Among the duties and responsibilities:

- i. Supporting policies and needs of the institution.
- ii. Attending regular facility staff meetings and facility events, as suggested by the OIC.
- iii. Assisting the facility's compliance team in documenting ongoing compliance with the Religious Practices component of the National Detention Standards.
- iv. Collaborating with the Recreational Department for ongoing socialization of detainees.
- v. Managing financial resources and information systems.

d) Institutional Coordination:

The Religious Services Coordinator communicates the mission and goals of the Religious Services Program. Among the duties and responsibilities:

- i. Being a ready resource for subject matter expert information to staff.
- ii. Communicating clearly and in a timely way his/her activities to the OIC.
- iii. Providing training programs and materials for staff in new and/or unfamiliar issues of detainee religious beliefs and practices.
- iv. Providing appropriate training for staff concerning cultural, social, and religious diversity and an awareness and sensitivity to differences.
- v. Representing the facility's Religious Services Program in appropriate public forums.

Qualifications and Experience Requirements

a) Knowledge Required by Position

- i. A complete and thorough knowledge of all recognized religions as well as their basic tenets and worship requirements.
- ii. Knowledge of basic security procedures in a detention setting and the skill to implement/maintain these procedures within the religious program.
- iii. Knowledge of existing DHS Detention Standards, relevant Policy and Procedure Standards of the American Correctional Association, and other guidelines that govern religious programming.
- iv. Skill in implementing and monitoring compliance with policy directives/guidelines.
- v. Skill in interpersonal communication with staff, detainees; and volunteers within the facility setting as well as outside agencies and organizations.
- vi. Knowledge of fiscal management procedures.
- vii. Demonstrated management ability to provide a religious services program that ensures fairly and equitable services for all religious.
- viii. Skill in interviewing and counseling (individual/group).

b) Religious Credentials

- i. Applicants should be ordained clergy or members of ecclesiastically recognized religious institutes of vowed men or women. In lieu of professional ordination credentials, adequate documentation of the applicants' recognized religious and ministerial roles in their respective faith communities is required.

c) Professional Preparation

- i. *Academic Requirements:* Candidates must possess an earned bachelor's degree from an accredited college with at least 120 semester hours (180 quarter hours), and a Master of Divinity degree, consisting of 90 hours of graduate study from an Association of Theological Schools (ATS) accredited residential seminary or school of theology, or have earned the equivalent educational credits of 90 semester hours of graduate study which included 20 semester hours of pastoral ministry, 20 semester hours in any combination of theology, ethics, and philosophy of religions, 20 semester hours in religious history or world religions, and 20 semester hours in the study of religious writings, including the study of languages in which sacred religious writings are written.
- ii. *Experience:* At least two years, or 4174 hours, of pastoral/spiritual leadership experience in a congregational or specialized ministry setting within the endorsing body after formal ministerial preparation. Clinical Pastoral Education, a valuable training experience for chaplains, may satisfy up to one year, or 2087 hours, of the requirement of pastoral/spiritual experience.
- iii. *Ecclesiastical Endorsement:* An Ecclesiastical Endorsement attests to: the applicant's suitability for detention ministry, support for his or her candidacy, a clear assurance statement that the applicant has no present nor past legal or moral barrier to congregational ministry at any level, and an affirmation that the applicant will afford detainees of all faiths opportunities to pursue individual religious beliefs and practices. The applicant's relationship to the endorsing body must reflect a minimum two-year association before endorsement.

Competencies:

Communications: Listen carefully to assure clear understanding of instructions and requests. Communicate a positive, professional image of the Religious Services Program, demonstrating respect, empathy, and integrity. Ask appropriate questions in seeking explanations needed to perform job functions. Support “transparency of information” by sharing information and ideas with others to support effective performance. Understand staff roles and procedures and prepare standard reports to track job progress or activities. Recognize the particular needs of partners and use established channels to respond to those needs. Understand and be able to use appropriate technology to communicate with others inside and outside the Religious Services Program.

Respect and maintain confidentiality of sensitive information within parameters defined by supervisor(s) and/or Religious Services Program policy.

Constituent Relationships: Understand who stakeholders are and be responsive to their needs. Facilitate interactions and serve as a resource in relations with stakeholders. Recognize and be sensitive to issues of concern to stakeholders. Recognize and be sensitive to cultural, ethnic, and religious issues.

Job Knowledge: Understand the mission and values of the Religious Services Program, the administering faith-based organizations, and the faith communities represented within the detainee population. Understand how these missions and values apply to the work of the Religious Services Program and relationships with others. Understand the work performed and how it supports the Religious Services Program in achieving its goals. Understand how to work in a multi-cultural environment with sensitivity and integrity. Be able to use knowledge and be willing to expand learning of applications or technology to perform job duties. Maintain and improve the skills and knowledge needed to be effective in performing job responsibilities. Follow Religious Services Program policies and procedures in carrying out work activities.

Leadership: Take responsibility for performance of own job duties. Model behaviors that are consonant with the mission and values of the Religious Services Program in work activities and relationships. Demonstrate sound judgment in performing all duties. Recognize and use individual strengths to enhance work performance. Recognize areas of weakness and seek assistance to improve performance. Take initiative within area of responsibility. Respect the skills, needs, and schedules of others in performing assigned duties and responding to others. Contribute ideas for implementing the vision and strategic plan of the Religious Services Program.

Problem Solving: Recognize routine problems, gather data, and work through them thoroughly and effectively. Know whom to consult for assistance in solving non-routine problems. Exercise creativity in resolving problems and trying new ways of doing things. Know how and when to apply technical solutions to problems. Share results of problem solving experiences with others. Remain flexible in responding to organizational priorities.

Program Planning and Management: Anticipate work flow and take proactive steps to balance work priorities. Understand the desired outcome of assigned work and how it supports the Religious Services Program's work. Identify the resources and assistance needed to complete assignments and make sure they are on hand. Complete routine assignments on time, making sure finished products are accurate and have expected quality. Contribute ideas to effectively implement program plans and activities. Keep others informed of work progress and any problems encountered. Take initiative and complete independent work projects. Understand organizational priorities and respect time sensitivity of work performance. Assist others to complete priority work, or step in to handle work in their absence.

Resource Building and Stewardship: Recognize resource building potential in all interactions and be responsive and professional in providing information. Use financial and material resources provided by the Religious Services Program to their best advantage, including business equipment and supplies. Demonstrate concern for natural resources in carrying out work activities. Make the most of own time and resources to maximize stewardship to the Religious Services Program. Respect one another and relationships with staff, supervisors, managers, and program participants.

Teamwork: Understand what a team is and what it does. Demonstrate a willingness to work on a team. Understand own role on the team and how it fits in to the overall results to be produced. Contribute skills, knowledge, and ideas to team discussion and work. Accept accountability for assignments made within the team and for producing results on time. Keep team leader and members informed of work status. Demonstrate awareness of what other teams do and how their work affects own team. Recognize and respect the importance of work performed by other colleagues. Understand organizational priorities and be willing to set aside own tasks to assist others to complete high priority tasks.

Stand-by Arrangement (Name(s) of other positions that are qualified to assume the responsibilities of this position in the event of absence.):

Religious Services Specialist

Employee Acknowledgment: I acknowledge receipt of this job description and I understand my position responsibility and authorities.

Signature of the employee:

Date:

1.1.2 Religious Services Specialist Job Description

Job Title: *Religious Services Specialist*

Classification of employee: *Exempt (as per FLSA)*

Primary Reporting Responsibilities: *Religious Services Coordinator*

Approved by: *DHS – [Contract SPC] COTR*

Date:

Job Summary:

The Religious Services Specialist provides spiritual and pastoral care to all detainees and also facilitates their opportunity to pursue their individual religious beliefs and practices in accordance with current law, Federal regulations, and the DHS Detention Standards. The Religious Services Specialist primary duty is to provide counseling, spiritual direction, support and crisis intervention to the detainees. The Religious Services Specialist role is to be a non-judgmental caring influence in the lives of all individuals, a visible model of respect and caring for each person in spiritual need. Presence is the vital aspect of the Religious Services Specialist's ministry throughout the facility.

Responsibility and Authority:

This position is located at the [Contract site] Service Processing Center. The Religious Services Specialist operates under the general direction of the Religious Services Coordinator. The Religious Services Coordinator is responsible for implementing a multifaceted religious service program designed to serve a diverse religious, cultural, educational, and social population. The Religious Services Specialists assists the Religious Services Coordinator in planning, directing, and supervising all aspects of the religious program and oversees the general running of the facility's religious services program.

Job Responsibilities:

The basic mission of the Religious Service Specialist can be summed up in the following four core functions, each with its attendant areas of responsibility.

e) Pastoral care giving

The Religious Services Specialist demonstrates pastoral care skills with sensitivity, approachability, and availability to both detainees and staff. Among the duties and responsibilities:

- i. Providing individual spiritual and personal counseling.
- ii. Responding to identified needs of detainees.

f) Religious Leadership

The Religious Services Specialist ensures impartial religious leadership to meet the diverse needs of different faith groups. Among the duties and responsibilities:

- i) Represents the facility at civic and religious meetings, professional conferences, and seminars.
- ii) Serves as one of the facility's religious liaison with the outside community through numerous contacts with local clubs, church groups or organizations, etc.
- iii) Regular and personal leadership at worship and prayer gatherings of his or her own faith tradition.
- iv) Working collaboratively with the volunteer Religious Service Providers in all aspects of the ministry.
- v) Coordinating the volunteer Religious Service Providers program.
- vi) Coordinating visits to detainees by clergy of detainee's religious community.

g) Program Administration

The Religious Services Coordinator provides necessary departmental administration through skillful use of management tools and techniques. Among the duties and responsibilities:

- i. Coordinating programs provided by contractors and volunteers.
- ii. Collaborating with the Recreational Department for ongoing socialization of detainees.

h) Institutional Coordination:

The Religious Services Coordinator communicates the mission and goals of the Office of the Religious Services Coordinator. Among the duties and responsibilities:

- i. Providing training programs and materials for staff in new and/or unfamiliar issues of detainee religious beliefs and practices.
- ii. Providing appropriate training for staff concerning cultural, social, and religious diversity and an awareness and sensitivity to differences.
- iii. Evaluates religious materials coming into the facility and makes recommendations for the expansion of the religious section of the detainee library.

- iv. Serves as a training resource for new staff as well as contract employees and volunteers.

Qualifications and Experience Requirements

a) Religious Credentials:

Candidates for this position must satisfy the following requirements for an appointment as facility Religious Services Coordinator.

- iv. Applicants must have earned a bachelor's degree from an accredited college in social work, counseling, pastoral work or other appropriate discipline. Applicants must have at least two years of autonomous pastoral/spiritual leadership experience. Formal ministerial preparation in a congregational or specialized ministry setting desired. (CPE, a valuable training experience for Religious Services Specialists satisfies the requirement of autonomous experience.).
- v. The Ecclesiastical group of all candidates will provide an Ecclesiastical Endorsement. The applicant's endorsement will attest to the applicant's suitability for detention ministry, support for his/her candidacy, and a clear assurance statement that the applicant has no present or past impediment to congregational ministry, nor to ministry to detainees of all belief systems.

Competencies

Communications: Listen carefully to assure clear understanding of instructions and requests. Communicate a positive, professional image of the Religious Services Program, demonstrating respect, empathy, and integrity. Ask appropriate questions in seeking explanations needed to perform job functions. Support “transparency of information” by sharing information and ideas with others to support effective performance. Understand staff roles and procedures and prepare standard reports to track job progress or activities. Recognize the particular needs of partners and use established channels to respond to those needs. Understand and be able to use appropriate technology to communicate with others inside and outside the Religious Services Program. Respect and maintain confidentiality of sensitive information within parameters defined by supervisor(s) and/or Religious Services Program policy.

Constituent Relationships: Understand who stakeholders are and be responsive to their needs. Facilitate interactions and serve as a resource in relations with stakeholders. Recognize and be sensitive to issues of concern to stakeholders. Recognize and be sensitive to cultural, ethnic, and religious issues.

Job Knowledge: Understand the mission and values of the Religious Services Program, the administering faith-based organizations, and the faith communities represented within the detainee population. Understand how these missions and

values apply to the work of the Religious Services Program and relationships with others. Understand the work performed and how it supports the Religious Services Program in achieving its goals. Understand how to work in a multi-cultural environment with sensitivity and integrity. Be able to use knowledge and be willing to expand learning of applications or technology to perform job duties. Maintain and improve the skills and knowledge needed to be effective in performing job responsibilities. Follow Religious Services Program policies and procedures in carrying out work activities.

Leadership: Take responsibility for performance of own job duties. Model behaviors that are consonant with the mission and values of the Religious Services Program in work activities and relationships. Demonstrate sound judgment in performing all duties. Recognize and use individual strengths to enhance work performance. Recognize areas of weakness and seek assistance to improve performance. Take initiative within area of responsibility. Respect the skills, needs, and schedules of others in performing assigned duties and responding to others. Contribute ideas for implementing the vision and strategic plan of the Religious Services Program.

Problem Solving: Recognize routine problems, gather data, and work through them thoroughly and effectively. Know whom to consult for assistance in solving non-routine problems. Exercise creativity in resolving problems and trying new ways of doing things. Know how and when to apply technical solutions to problems. Share results of problem solving experiences with others. Remain flexible in responding to organizational priorities.

Program Planning and Management: Anticipate work flow and take proactive steps to balance work priorities. Understand the desired outcome of assigned work and how it supports the Religious Services Program's work. Identify the resources and assistance needed to complete assignments and make sure they are on hand. Complete routine assignments on time, making sure finished products are accurate and have expected quality. Contribute ideas to effectively implement program plans and activities. Keep others informed of work progress and any problems encountered. Take initiative and complete independent work projects. Understand organizational priorities and respect time sensitivity of work performance. Assist others to complete priority work, or step in to handle work in their absence.

Resource Building and Stewardship: Recognize resource building potential in all interactions and be responsive and professional in providing information. Use financial and material resources provided by the Religious Services Program to their best advantage, including business equipment and supplies. Demonstrate concern for natural resources in carrying out work activities. Make the most of own time and resources to maximize stewardship to the Religious Services Program. Respect one another and relationships with staff, supervisors, managers, and program participants.

Teamwork: Understand what a team is and what it does. Demonstrate a willingness to work on a team. Understand own role on the team and how it fits

in to the overall results to be produced. Contribute skills, knowledge, and ideas to team discussion and work. Accept accountability for assignments made within the team and for producing results on time. Keep team leader and members informed of work status. Demonstrate awareness of what other teams do and how their work affects own team. Recognize and respect the importance of work performed by other colleagues. Understand organizational priorities and be willing to set aside own tasks to assist others to complete high priority tasks.

Stand-by Arrangement (Name(s) of other positions that are qualified to assume the responsibilities of this position in the event of absence.):

Religious Services Coordinator

Employee Acknowledgment: I acknowledge receipt of this job description and I understand my position responsibility and authorities.

Signature of the employee:

Date:

1.1.3 Administrative Assistant Job Description

Job Title: *Administrative Assistant*
Classification of employee: *Part-Time, Non-Exempt (as per FLSA)*

Primary Reporting Responsibilities: *Religious Services Coordinator*

Approved by: *DHS – [Contract SPC] COTR* **Date:**

Job Summary:

The Administrative Assistant carries out basic secretarial and clerical work, providing support to the Religious Services Coordinator and Religious Outreach Coordinator to ensure smooth functioning of the program's day-to-day operations. The Administrative Assistant employs independent judgment to determine reasonable courses of action within the scope of the position's responsibilities. This individual implements policies and practices related to the Religious Services Program, particularly in regards to interfacing with the local community, preparing correspondence, record keeping, arranging travel, and organizing meetings.

Responsibility and Authority:

This part-time position is located at the Religious Services Program office in [Contract site]. The Administrative Assistant operates under the general direction of the Religious Services Coordinator, in direct conjunction with the Religious Outreach Coordinator. The Administrative Assistant is responsible for maintaining order in the office, and developing and implementing systems in accordance with established policies and procedures to improve the overall functioning of the daily operations of the Religious Services Program.

Job Responsibilities:

The essential duties of the Administrative Assistant can be summed up in the following functions, each with its attendant areas of responsibility.

- a) Reviews overall workings of the Religious Services Program office to ensure efficiency and flow.

- b) Uses appropriate technology to support the functions of the Religious Services Coordinator, the Religious Outreach Coordinator, and others working with the program.
- c) On a daily basis, handles the “out” boxes of the Religious Services Coordinator and the Religious Outreach Coordinator. This includes duplication, mailing, filing, dissemination of information, and other miscellaneous tasks.
- d) Handles service contracts (i.e. phone, internet, equipment, supplies, etc.) for the office and makes arrangements for staff meetings, volunteer events, and other relevant purposes.
- e) Sets up and maintains files in the Religious Services Program office in accordance with program protocol and security and confidentiality requirements.
- f) Fields general telephone calls for the Religious Services Program, providing requested information or transferring calls to appropriate staff. Answers telephone for Religious Services Coordinator and Religious Outreach Coordinator when voicemail is not in use.
- g) Types and prepares correspondence and other materials as needed.
- h) Greets visitors and volunteers, controlling the flow of outside parties into the office.
- i) Evaluates inquires and offers referrals to appropriate resources.
- j) Distributes messages, mail, faxes, and other communications to appropriate personnel.
- k) Performs other related duties as requested.

Qualifications and Experience Requirements

The Administrative Assistant possesses the following qualifications and demonstrates the competencies identified below.

Education: The qualified candidate will have earned a high school diploma, or be able to certify completion of its equivalency.

Experience: The successful candidate will have experience working in a reception or other public service related position.

Competencies:

Communications: Listen carefully to assure clear understanding of instructions and requests. Communicate a positive, professional image of the Religious Services Program, demonstrating respect, empathy, and integrity. Ask appropriate questions in seeking explanations needed to perform job functions. Support “transparency of information” by sharing information and ideas with others to support effective performance. Understand staff roles and procedures and prepare standard reports to track job progress or activities. Recognize the particular needs of partners and use established channels to respond to those needs. Understand and be able to use appropriate technology

to communicate with others inside and outside the Religious Services Program. Respect and maintain confidentiality of sensitive information within parameters defined by supervisor(s) and/or Religious Services Program policy.

Constituent Relationships: Understand who stakeholders are and be responsive to their needs. Facilitate interactions and serve as a resource in relations with stakeholders. Recognize and be sensitive to issues of concern to stakeholders. Recognize and be sensitive to cultural, ethnic, and religious issues.

Job Knowledge: Understand the mission and values of the Religious Services Program, the administering faith-based organizations, and the faith communities represented within the detainee population. Understand how these missions and values apply to the work of the Religious Services Program and relationships with others. Understand the work performed and how it supports the Religious Services Program in achieving its goals. Understand how to work in a multi-cultural environment with sensitivity and integrity. Be able to use knowledge and be willing to expand learning of applications or technology to perform job duties. Maintain and improve the skills and knowledge needed to be effective in performing job responsibilities. Follow Religious Services Program policies and procedures in carrying out work activities.

Leadership: Take responsibility for performance of own job duties. Model behaviors that are consonant with the mission and values of the Religious Services Program in work activities and relationships. Demonstrate sound judgment in performing all duties. Recognize and use individual strengths to enhance work performance. Recognize areas of weakness and seek assistance to improve performance. Take initiative within area of responsibility. Respect the skills, needs, and schedules of others in performing assigned duties and responding to others. Contribute ideas for implementing the vision and strategic plan of the Religious Services Program.

Problem Solving: Recognize routine problems, gather data, and work through them thoroughly and effectively. Know whom to consult for assistance in solving non-routine problems. Exercise creativity in resolving problems and trying new ways of doing things. Know how and when to apply technical solutions to problems. Share results of problem solving experiences with others. Remain flexible in responding to organizational priorities.

Program Planning and Management: Anticipate work flow and take proactive steps to balance work priorities. Understand the desired outcome of assigned work and how it supports the Religious Services Program's work. Identify the resources and assistance needed to complete assignments and make sure they are on hand. Complete routine assignments on time, making sure finished products are accurate and have expected quality. Contribute ideas to effectively implement program plans and activities. Keep others informed of work progress and any problems encountered. Take initiative and complete independent work projects. Understand organizational priorities and respect

time sensitivity of work performance. Assist others to complete priority work, or step in to handle work in their absence.

Resource Building and Stewardship: Recognize resource building potential in all interactions and be responsive and professional in providing information. Use financial and material resources provided by the Religious Services Program to their best advantage, including business equipment and supplies. Demonstrate concern for natural resources in carrying out work activities. Make the most of own time and resources to maximize stewardship to the Religious Services Program. Respect one another and relationships with staff, supervisors, managers, and program participants.

Teamwork: Understand what a team is and what it does. Demonstrate a willingness to work on a team. Understand own role on the team and how it fits in to the overall results to be produced. Contribute skills, knowledge, and ideas to team discussion and work. Accept accountability for assignments made within the team and for producing results on time. Keep team leader and members informed of work status. Demonstrate awareness of what other teams do and how their work affects own team. Recognize and respect the importance of work performed by other colleagues. Understand organizational priorities and be willing to set aside own tasks to assist others to complete high priority tasks.

Other Skills:

Strong inter-personal skills, the ability to maintain a courteous demeanor, and a concern for operating in an efficient work environment are required.

Stand-by Arrangement (Name(s) of other positions that are qualified to assume the responsibilities of this position in the event of absence.):

Employee Acknowledgment: I acknowledge receipt of this job description and I understand my position responsibility and authorities.

Signature of the employee:

Date

