

The chaplain's ground rules

Chaplains are available to everybody and have respect for everybody, no matter what their religion, or if they have no religious faith.

Chaplains guarantee to respect the confidential nature of everything that is said*.

Chaplains will not intrude where unwanted, will not interrupt work, and will respond in a timely manner to requests and invitations.

Chaplains work independently of any employer and do not accept payment or reward for their services.

*Within the limits of the policy for the protection of children and vulnerable adults

Could I be a workplace chaplain?

Perhaps you are asking yourself this question. It is unlikely that you will know the answer until you have had the opportunity to talk to people involved in this work, observe them at work and perhaps have a go yourself. There is no such thing as a typical workplace chaplain any more than there is a typical person at work. However, all chaplains share the following characteristics:

- time and willingness to listen to others
- sensitivity to the pressures and concerns of people at work
- concern for the wellbeing of all, regardless of faith background

How can I find out more?

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CHURCHES' INDUSTRIAL GROUP BIRMINGHAM

Covering Birmingham, Sutton Coldfield and
Solihull

**Information for supporters and
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What do chaplains in the workplace do?

Chaplains visit people in their place of work to offer friendship and support particularly in the context of their work. They offer unconditional, non judgmental confidential and independent support. When appropriate they will direct people to further sources of support or guidance

Why chaplains in the workplace?

Work is a very important part of many peoples' lives. Apart from being a source of income, it is where relationships are formed and reformed, dreams are fulfilled and shattered, peoples' lives are shaped, communities are moulded. Work can be a very positive experience and it can be a source of stress and unhappiness. And people at work are *people*, with lives full of all the everyday stories of joy and sorrow, hope and despair.

Faith leaders have long been accepted as people who walk with the people of their community, in the ups and downs of their daily lives, offering comfort and hope in times of trouble, encouragement and thanksgiving in times of joy and not a little sprinkling of wisdom in all times.

Chaplains in the workplace follow in a long tradition of chaplains, stretching back to those who travelled with the troops, into the trenches of the first world war.

Who decides where chaplains work?

Chaplains need permission to be active in the workplace. They need the permission of the managers and, if they are to be effective, they need to be welcomed by the staff. They must remember that they are accepting the hospitality of both the managers and the staff, be clear about their intentions, and

honour the emotional contract, as well as any formal contract, which they established at the outset.

Chaplaincy is offered in many contexts, including service, manufacturing, and public sectors. Chaplains operate under the authority of CIGB (Churches Industrial Group Birmingham) and, in some areas, under a local management group. Chaplaincy relationships are set up by the team leader, who then monitors their progress and provides support and guidance to the chaplains in their work.

Who are the chaplains?

They are people of faith who, because of their belief in a loving and caring God, give their time to share that love and care with others.

They are ordinary people, some lay, some ordained, who are trained specifically for this work. They are people who give their time to visit others in their place of work regularly over a period of months or even years.

What are the qualities needed for chaplaincy?

Chaplains accept that, most of the time, they will come and go without being aware of doing anything special but they know that over time people will come to recognise and trust them enabling conversations about deeper issues when needed.

Chaplains need to have enough self-confidence to thrive without the reward of feedback. They need to have enough self-awareness to know where their own strength and hope comes from and to be able to draw on this to share that strength with others. Good chaplaincy conversations start with the other persons needs and agenda, it is rarely appropriate for the chaplain to share theirs.