

2018 Chaplaincy Services Review

Following the survey of chaplaincy services in 2015, the HEA wrote to all HEIs (on 21 July 2016), requesting that institutions:

- ✓ Ensure value-for-money for any expenditure on chaplaincy services and regularly monitor and evaluate the use, value and impact of these services from a student perspective.
- ✓ Ensure that chaplaincy and other support services are available to students of all faiths in keeping with their responsibilities under the Irish Constitution and that the use of lay chaplains could be considered as a means to address that.
- ✓ Ensure that there is no discrimination between the appointment of lay and clerical chaplains.
- ✓ Ensure that public-sector appointment criteria and procurement guidelines are followed in the process of providing chaplaincy services.
- ✓ Address any with 'legacy' arrangements in place which did not involve a formal process of appointment or procurement in line with public-sector rules or guidelines should seek to do so as a matter of priority within the next 12 months.
- ✓ Ensure that there are robust agreements or contracts in place with chaplaincy services that clearly set out their services and responsibilities to the entire student base and accountability arrangements for delivering on this remit.

It was stated that the HEA would monitor ongoing implementation in this regard and would request an update from each HEI in due course. Therefore, we now invite you to complete the table overleaf.

Please submit this information to grantpayments@hea.ie no later than close of business on Friday 13th April 2018.

Survey of Chaplaincy Services (2018 Update)	
Institution: AIT	Response
a) Current arrangements for chaplaincy services in the institution	Service Level Agreement (SLA) with the Diocese. SLA provides for a broad range of student supports to <u>all</u> students and staff. Chaplain required to work within student support team (comprising student support staff and student team). SLA provides for provision of support services to persons within faith and non-faith.
b) Number of Chaplains engaged/employed in the institution	1 (under SLA contract for service)
c) Costs attached to the provision of chaplaincy services for the 2016/17 academic year (or other available information)	€25,000 p.a.
d) Source of Funding for posts (details to be broken down by denomination)	AIT Recurrent Funding for Student Support Services (i.e. Student Central Forum Allocation) Pastoral Support Services provided to all students of faith and non-faith.
Progress in Implementing Recommendations arising from 2015 Review of Chaplaincy Services in the HE Sector	
1. Describe how the institution ensures value-for-money for any expenditure on chaplaincy services and monitors and evaluates the use, value and impact of these services from a student perspective.	The pastoral care service provides vital support across a range of areas to our students including the Student Resource Centre, Counselling Service, Health Centre, Registration Department, Faculties, International Office and the Students' Union. This service also operates as a link with the wider communities in the midlands, nationally and internationally in support of our student cohort. Pastoral care, Student Welfare and Value-for-money The pastoral care service provides a 24 hour emergency service to students that would be very hard and very costly to replicate through alternative channels thus representing excellent value for money. A member of the pastoral care team is available on-call throughout the night and at weekends, and an emergency mobile number is provided to students who may need help and support for mental health and other pastoral care issues. This is an invaluable service which helps extend the reach of AIT mental health supports beyond the working day and provides a valuable safety net for

	<p>students particularly for those living away from family and friends.</p> <p>The pastoral care service leader has extensive community links that have been built up over many years which enable him to reach out key stakeholders and quickly get support for our students through local channels expediting problem resolution and facilitating students who are in difficulty.</p> <p>The pastoral care service also provides continuity between changing Student Union leadership year in year out, helping new officers settle in to the roles and providing support and help as needed.</p>
<p>2. Outline how the institution ensures that chaplaincy and other support services are available to students of all faiths in keeping with responsibilities under the Irish Constitution, including consideration of the use of lay chaplains.</p>	<p>In 2015 AIT transitioned from utilising the term 'chaplaincy' to the new service description of 'pastoral care' which for AIT indicates a broad based approach to catering to the diverse needs of students of all faiths and non-faith. The team is comprised of student and staff volunteers of mixed faith. Similarly our former chapel is now an interdenominational space with services for multiple faiths on offer at different times. The SLA which forms part of this pastoral service is based on provision</p> <p>Student Diversity</p> <p>Chaplain is uniquely equipped to work across our wide and diverse student community providing above and beyond support to international students many of whom are very far from home and without local support networks. The work of the pastoral care service transcends and is not limited in any way by race or religion. While the service leader is a Catholic priest, his religious affiliation in no way interferes with his work with our diverse student body. He has shown himself to be a true supporter of all students and has gone out of his way over the years to facilitate students from all walks of life both in their own religious practices and in treating everyone equally.</p>
<p>3. Confirm that the institution ensures that there is no discrimination between the appointment of lay and clerical chaplains.</p>	<p>Following internal review and evaluation of the service provision on a 24/7/365 basis and value for money by the student services manager and the students union student support team the SLA was extended for a further 3 year period.</p>
<p>4. Detail how public-sector appointment criteria and procurement guidelines</p>	<p>Service within tender threshold (€25,000)</p>

are followed in the process of providing chaplaincy services.	
5. Note any 'legacy' arrangements that did not involve a formal process of appointment or procurement in line with public-sector rules that have been rectified since 2015.	After service and VFM review SLA was extended from 01/09/17.
6. Set out how the agreements or contracts in place ensure that the requirements of the service are delivered with adequate accountability arrangements.	Please refer to the attached scope document described that service provider in provision of pastoral care support through Chaplain.
7. Provide any other comments/observations in relation to the role of the Chaplain(s) in the institution.	The pastoral care service has been instrumental for many students in staying on at college and completing their studies successfully. Due to confidentiality, individual examples cannot be shared. Chaplain has also contributed significantly to vulnerable students' confidence, social engagement and their ability to adapt to college life and make the most out of their time.

Scope of Service

1. The Services provided: The Chaplaincy service is not just composed of the Chaplain. It encompasses a large group of students and staff who work with the Chaplain to help students in every way possible; it is about service and care and helping students to make the most of their opportunities at the Institute.
2. The Institute Chaplain will assist the team of people in order to:
 - a. Provide a welcoming, approachable and available service to all member of the college community,
 - b. Offer spiritual, pastoral care, and pastoral counseling,
 - c. Enable the students make the most of their time in college,
 - d. Respond to that which discerns, nurtures, challenges and crushes and heals the human spirit,
 - e. Promote a sear for meaning as an integral part of human development and growth.
3. The Role of Chaplain:
 - a. Care
 - i. To offer an availability arising from Ministry,
 - ii. To maintain direct contact and active involvement with students and staff,
 - iii. To maintain an Institute-wide presence and perspective,
 - iv. To have a capacity to respond, intervene and be present at time of trauma, crisis, illness and grief affecting students and staff,
 - v. To provide s ‘first-base’ contact for friend and stranger alike,
 - vi. To offer a pastoral counselling bridge to, and support for, professional counselling,
 - vii. To recognize and respond to the specific needs experiences at the beginning, middle and end of an academic year and of an academic career,

- viii. To recognize and respond to the specific needs of special category students, such as overseas, disabled, exchange and their academic cycle,
 - ix. To follow through to student home, hospital, court and other visits,
 - x. To have an individual and group tutoring role in relation to life's experiences, the integration they require and the meaning they can have,
 - xi. To offer mediation as a feature of its non-institutional presence,
 - xii. To promote Peer Care and Mutual Care Projects at student and staff level.
- b. Community
- i. Within the Institute to foster a quality relationship with all levels of academic and support activity; with student services; clubs and societies; student union and other autonomous supports,
 - ii. To serve on, and contribute to, a range of communities carrying forward a contribution to the wider life of the Institute,
 - iii. To receive and accept invitations to a variety of Institute social, cultural and competitive events; formal, academic and special functions,
 - iv. Beyond the Institute, to keep a confidential link to family, neighbourhood, church/parish, where appropriate, and a supportive link to deprived and disadvantaged communities and individuals, where possible,
 - v. Across the Institute, to harness a distinct support in the event of a failure or breakdown of family, neighbourhood, or institutional systems of support,
 - vi. To promote Support Group Community Building/Social Act and Development Projects.

The above services are provided to all students of faith and non-faith.

