

Pastoral Care
Breakout Session
UNLEASH 2008
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Introduction

- Care is about serving one person at time.
- We're still learning what to do – always be willing to reshape what you do
- You have a Care Team book on your chair – take it, use it, may it be a blessing to you
 - Make it work for your ministry!

Introduction – Care Staff

- There are 7 of us and some of you are thinking there's no way we could have that many people doing care on our staff
- That's why volunteers are SO important!
- We didn't start out this big. Perry used to do it all. Two college kids started volunteering their time and started the Care ministry
- Volunteers are the key of making a church "small"
- In the beginning, we were re-active instead of pro-active
- Your job is to equip others to function in this capacity
- We began to pray a dangerous prayer – "Send us people to minister to." – and He hasn't stopped sending us people.
- We have 8,000 people attending every weekend – chances are there are at least a few that need help

What do we do?

- Protect Perry and staff
 - Your pastor is not good at everything
 - Pastors need your help to let them be the best at what they were meant to do – lead and teach
 - Empower your volunteers!
 - One of the ways I help Perry is to walk around with him on Sundays so that if a care issue arises, I am there to assist and Perry can focus on teaching
- Pastoral Ministry
 - "Counseling" – Practical biblical advice

- Some things we deal with: substance abuse, marriage issues, pornography, homosexuality, seeking advice
 - It's a big deal for someone to open up – never lessen anyone's problems
 - Provide wisdom and support, but know your limitations
 - Refer out to counselors – but KNOW their beliefs!
 - Work on a list of counselors in your area
- Church Discipline
 - It's important to confront sin and error
- Volunteer Ministries
 - It's important for all volunteers to have background checks since some will be going into homes and visiting and giving advice to people
 - Sunday Care Team
 - Available to talk, pray, and be available after every service on Sunday
 - Weekday Care
 - Follow-up with prayer requests
 - Personal communication and let people know they're not just a number
 - Weekend Care
 - We have former pastors that volunteer to call-in and check our phone messages when our office is closed
 - It allows us to have a weekend of rest and rejuvenation
 - These volunteers visit people in the hospital, perform funerals, visit with families who have recently lost someone – and they LOVE it!
 - Follow-Up
 - Care begins the first time they step in the church
 - We send a letter and call or email to all first time visitors
 - Because of a call people know they're not just a member
 - The number one cause of un-commitment is unanswered questions
 - We get the opportunity to serve in big ways to people
 - People need genuine answers to questions
 - This is why we have Ragan, Follow Up Coordinator– she responds to every email that comes into the church
 - We respond to all phone calls and emails within 24-48 hours
 - Hospital Ministry
 - Find out if you've got nurses in your congregation – they will be a great source

- Know the rules of the hospital
 - Have a good relationship with the hospital chaplain
 - Food Ministry
 - A very practical way to serve your congregation
 - Make sure that the volunteers on this team can actually cook!
 - Weddings
 - Premarital Class
 - We require an application for marriage
 - We're equipping couples for marriage
 - Baptism
 - We are a church that likes to celebrate!
 - We've had over 700 baptisms this year
 - We're serious about confirming their salvation and if they've been baptized before
 - Benevolence
 - No matter how big or small your church is – there are people in need
 - Take care of your own, but not for everything
 - People in need will come to the church – put policies in place now and KNOW your policies
 - Membership
 - We have membership once every 2 weeks
 - Why? Cause we want to know who is on board with us
 - What do we teach? History of NewSpring, Beliefs – Jesus, sin, baptism, Vision, Core Values
 - We assimilate every potential member to confirm that they have accepted Christ and have been baptized by immersion
 - From there we try to get them into volunteering
- Resources we use
 - New Believers Packet
 - Given to people who have made the decision to accept Christ
 - Includes: bible, information on baptism, information about NewSpring, and contact information to the church
 - Billy Graham Handbook
 - Used by staff and Sunday Care volunteers
 - Everyman's Battle
 - Total Forgiveness
 - Life Recovery Bible
 - 31 Days to Living as a New Believer
 - Seek First
 - A Time to Heal

- The Five Love Languages
- His Needs, Her Needs

Question and Answer

- What was the time table that you had to get the Care area to the size it is now?
 - Around year 3, we encouraged Perry to let go of all the care issues. We had 2 Care staff and we began to define polices and the ministries began to grow
- What do you mean by pro-active instead of re-active?
 - We put an option in our worship guide for prayer requests which we call and email back. We try to reach out to those people and be more pro-active in how we approach their situation – offer counseling. Our motto this year is “Go the extra mile.”
- Do you schedule hospital visits?
 - If we know that they are in the hospital, then we will send someone to visit them
- Application for Mission Trip Assistance?
 - For our members and volunteers who need financial assistance – yes, it’s a part of our budget
- What 3 things do you attribute to the growth of NewSpring?
 - Jesus! We have a welcoming attitude. We believe in excellence. And we have an outstanding leader.
- How did you develop the training process?
 - By focusing on one thing at a time and learning from churches that are doing it right.
- Is there training for potential volunteers from the membership class?
 - Each volunteer coordinator of an area walks the potential volunteer through the process. Some teams require more training.
- Do you offer a discipleship class?
 - We’re trying to figure out what that looks like now.
- Do you keep records of who you counsel?
 - We document through our database of FellowshipOne people that we speak to for our accountability.