

Volunteer Starter Guide

One-on-One
Care Team

Name:

Date:

Welcome!

We are so happy to have you join the One-on-One Care team through Eagle Brook Church!

One-on-One Care is a ministry designed to provide hope and encouragement to individuals going through a distressing or transitional life situation. While life can be difficult or painful, it doesn't have to be managed alone. Through your support, individuals can experience the love of God and the love of our church through you!

This guide will help you get off to a great start. It covers how your role fits into God's plan to care for others, as well as practical details you'll need to know to help make a difference in the lives of others.

With Gratitude,
Eagle Brook Church Care Ministries

Our Mission and Focus

Eagle Brook's mission is to reach people for Christ. By expressing God's love to others, our One-on-One Care Ministry plays a critical role in reaching people for Christ. With loving support and prayer, hearts can be softened and a relationship with Jesus can begin and grow!

Life can be difficult and the need for emotional and spiritual support is undeniable. One-on-One Care Givers offer compassionate understanding and love to attenders going through a challenging season in life. Often, knowing that someone else cares and is aware of what we are going through, can be of great comfort and encouragement to alleviate general distress and despair.

One-on-One Care supports transformation in the lives of people during difficult life transitions and circumstances by creating engaging one-on-one experiences and opportunities to build healthier relationships with God, themselves, and others.

One-on-One Care Giver

One-on-One Care Givers are trained volunteers extending the care of our pastoral teams. They have a passion for bringing Christ's love and care to people during a time of need.

Jesus said, "So now I am giving you a new commandment: Love one another. Just as I have loved you, so you should love each other." (John 13:34)

When individuals share their burdens with others, their burdens feel lighter. We can help carry a Care Receiver's burdens through a listening ear, encouraging words, and prayer.

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

You, as a Care Giver, may have gone through challenging times yourself and remember what was helpful and what wasn't. Your experience can be used by God to help others going through the same or a similar experience.

"God is our merciful Father and the source of all comfort. He comforts us in all our troubles so that we can comfort others. When they are troubled, we will be able to give them the same comfort God has given us. For the more we suffer for Christ, the more God will shower us with his comfort through Christ. Even when we are weighed down with troubles, it is for your comfort and salvation! For when we ourselves are comforted, we will certainly comfort you. Then you can patiently endure the same things we suffer. We are confident that as you share in our sufferings, you will also share in the comfort God gives us." (2 Corinthians 1:3-5)

It is important for One-on-One Care Receivers to have the opportunity to explore difficult feelings. Care Givers are to listen with compassion, accept people as they are, respect another's spiritual

journey, and embody the caring presence of God. By doing this, Care Givers provide a safe space for a Care Receiver to talk about their experiences, thoughts, and feelings without being judged or criticized. Care Givers accept people as they are without telling them how they should be.

Care Givers meet with individual Care Receivers, ages 18 and up, of the same gender. The dynamics of meeting with more than one person conjointly (i.e. parents/children, husbands/wives) is considerably more complex and beyond the scope of our One-on-One Care Ministry.

Initial Training

You are ready to begin your One-on-One Care training after you have completed the following:

- Background Check
- Interview with Pastor of Campus Operations/One-on-One Care Director
- Volunteer Leader Agreement – One-on-One Care
- Volunteer Confidentiality Agreement
- One-on-One Care Giver Experience Inventory

Start by setting up an account in RightNow Media through the Eagle Brook website:

<https://eaglebrookchurch.com/next-steps/grow-in-faith/rightnow-media/>. The link to each of our three One-on-One Care training modules is located here: <https://www.rightnowmedia.org/CustomLibrary/1859> (scroll to the very bottom of your screen to see our training modules). Please check in with the Pastor of Campus Operations after each training module to let him/her know about your progress and also to ask any questions you might have. Each training module will likely take a couple of weeks.

Training Module One

1. Self-Evaluation Questions (Listening, Feelings, and Emotions)
2. Content Reading (Confidentiality, Listening Well, Feelings, and Emotions, The Mud Hole and The Safe House)
3. Video Training (Changes That Heal: Formula for Change by Dr. Henry Cloud)
4. Book Study (*Christian Caregiving: A Way of Life* by Kenneth C. Haugk)
5. Check-in with pastor

Training Module Two

1. Self-Evaluation Questions (Boundaries)
2. Content Reading (Boundaries in Caregiving, Assertiveness, Leading Someone into a Relationship with Jesus)
3. Video Training (Boundaries by Dr. Henry Cloud)
4. Book Study (*Don't Sing Songs to a Heavy Heart: How to Relate to Those who are Suffering* by Kenneth C. Haugk)
5. Check-in with pastor

Training Module Three

1. Self-Evaluation (Challenging Care Situations)
2. Content Reading (Dealing with Change, Crisis Theory, Depression, Grief)
3. Video Training (Comfort for the Suffering by Dr. Bob Kelleman)

4. Book Study (*Plan B: What Do You Do When God Doesn't Show Up the Way You Thought He Would* by Pete Wilson)
5. Check-in with pastor

One-on-One Care Receiver

We all go through times in our lives when we could benefit from extra care and attention. What if a single mom who just lost her job knew she wasn't alone? What about those facing a terminal diagnosis, the loneliness of an empty nest, or the stress of having just transferred to a new location knew that they had someone to talk with? No matter what the difficult situation is, Care Givers can offer the hope and love of Jesus.

An attender can start the process of requesting One-on-One Care by completing an online form available through the Eagle Brook website. A One-on-One Care Receiver may be experiencing one or more difficult life experiences, such as:

- Adoption
- Blending families
- Chronically ill, in pain or disabled
- Death of a loved one
- Empty nest
- Financial worries
- Homebound
- Hospitalization
- Infertility
- Job loss or career change
- Living away from home for the first time
- Loneliness
- Major life decisions
- Mild depression
- Military deployment
- Natural disaster
- Newly married
- Parenting challenges
- Relationship issues
- Relocation
- Retiring
- Separated or divorcing
- Spiritual concerns
- Stress of being a caregiver
- Vocational stress

Once the request is received, the Care Director from your campus will contact Care Givers on your team to determine placement. The Care Director will ask Care Givers to prayerfully consider involvement before committing.

Meeting with your One-on-One Care Receiver

Once you've agreed to meet with a Care Receiver, call to introduce yourself and to set up a mutual time to meet. Care Givers generally meet with their Care Receiver once a week for about an hour. These meetings can take place in person, over the phone, or through a video conference call.

Start and end each meeting with prayer, inviting God into the care relationship by asking for His wisdom, guidance, peace, and comfort. Care Givers rely on Christ, knowing their own knowledge, experiences or abilities are not enough to bring healing and wholeness to a Care Receiver. The time with your Care Receiver is a precious gift, you are in God's presence and your time together is a shared blessing! Care Givers carry their Christian faith with them, but this does not mean they try to force their faith on others. It is an opportunity for the Care Receiver to grow in their own faith.

As you meet, listen carefully. Resist the temptation to adopt a problem-solving approach. Your role is to be available to help your Care Receiver recognize and express thoughts and feelings in order to work through their own problems. Listen with compassion and gentleness, without giving advice, to allow your Care Receiver the opportunity to make his/her own decisions. Offer care and concern without trying to fix or cure your Care Receiver. Ask yourself, "How can I love my Care Receiver?" rather than "How can I help my Care Receiver?"

Your One-on-One Care relationship is designed to focus on the concerns of your Care Receiver and not your own personal needs/concerns. If you are experiencing a difficult situation or season in your own life, please contact your Care Director for guidance.

Listening

The value and healing potential of having one's story heard is profound. Through sharing their stories, Care Receivers can develop a greater self-awareness and see their situation in a clearer way. Being heard by an objective, compassionate listener allows individuals to experience a deep sense of support and care, which can also enable them to recognize that their faith in God can help them through life's stressful difficulties.

Are you a good listener? These tips can help your Care Receiver know that you are really listening:

- Give your Care Receiver your undivided attention
- Let them sit in silence and collect their thoughts if they need to
- Encourage them to tell their story in their own words and in their own time
- Question them politely, gently, tactfully, and without intruding
- Always try to see their point of view, even though you may not agree with it

Avoid:

- Looking around the room or glancing at your phone while your Care Receiver is talking
- Making a snap judgement based on their personal appearance, Bible knowledge, or church attendance
- Interrupting to tell them how you once had a similar problem
- Finishing their sentences

- Saying you understand before you've heard what their true issues are
- Telling them what you would do in their position

Initiating Meaningful Conversation

The goal of One-on-One Care is to create an atmosphere where a Care Receiver feels comfortable sharing their life's circumstances without feeling hurried or being worked on. Below are the types of questions that can encourage conversation. Validating a Care Receiver's feelings is an integral part of rapport building. Feelings are not facts, and there is no right or wrong way to feel about any given situation. Do not ask all these questions at one meeting! Choose a two or three to get the conversation started or to keep it flowing.

Thinking back over **the past week**, what were high/low points for you?

- Describe how you felt.
- When did you feel most productive and engaged? Why do you think that was?

What are your best hopes for our time together **today**?

- What is your main concern today?
- What is different today from the last time we met?

How would you define the **challenges** you're facing right now?

- What do you think caused the situation to worsen?
- How have you been coping with your situation?
- What avenues have you pursued in the past that have worked well?
- Tell me about a time when you were not experiencing these difficulties.

Tell me about your **feelings**.

- How does your situation typically make you feel?
- How does the problem affect how you feel about yourself?
- Do you feel sad, mad, hopeless, stuck, or something else? What else do you feel? Tell me more.
- When you tell me you feel angry, what else do you feel: disappointed, hurt, betrayed, lonely, or something else?
- How do you typically handle irritations, aggravations, and frustrations? Do you get mad easily? How does your anger come out?
- How do you feel when a problem pops up unexpectedly?
- We all use different strategies to cope. Do you find yourself reaching for caffeine, drugs, alcohol, food, sex, shopping, the internet, or something else to make you feel better?

Tell me about the important **relationships** in your life.

- How connected do you feel to the people around you?
- How or where do you see God in your situation?

What is your biggest concern for the **upcoming week**?

- How could you meet this challenge?
- Is there a decision you need to make that you have been struggling with?
- What is one positive change you can make this next week?
- What is something you are looking forward to?
- How can I pray for you?

Confidentiality

Being listened to in confidence will build trust within your care relationship. Confidentiality is critical unless your Care Receiver is in imminent danger or they are a danger to someone else. There are rare occasions when a Care Giver must share confidential information. Those occasions include abuse, suicide or homicide. If this is the case, contact your Care Director or a pastor from your campus immediately.

Care Givers meet regularly in small groups to give and receive peer supervision to help them provide quality care and to grow as Care Givers. In this context, you may share small amounts of information regarding your Care Receiver, without sharing names or intimate details. Care Givers may also receive individual supervision from their One-on-One Care Director or an Eagle Brook pastor.

Biblical Support

As a One-on-One Care Giver, you are providing pastoral type care. Applying Scripture to your Care Receiver's struggles can help you both rely on God's strength and power to bring about hope, emotional healing, and spiritual growth. God's Word changes hearts, impacts how we navigate daily trials and can help us grow in our faith. Encourage your Care Receiver to download the Eagle Brook Church app on their phone or tablet. Bible reading plans are available as well as access to weekend messages and music.

Bring your Bible as you meet with your Care Receiver and be prepared to share a couple of encouraging verses. Although you are not limited to these options, below are some Scripture references to help get you started:

Addiction

Matt 11:28
Rom 12:1

Anger/Bitterness

Psalms 37:7-9
Eccles 7:9
James 1:19-30
Eph 4:26
Eph 4:31-32
Col 3:13
Heb 12:14-15

Anxiety

Phil 4:4-8
Heb 13:6
John 14:27
1 Pet 5:7
Matt 6:25-34

Comfort/Security

Isa 26:3-4
Isa 41:10
John 14:1

2 Cor 1:3

Heb 11:1
Isa 66:13

Faith/Confidence

Josh 1:9
Matt 5:6
2 Cor 9:8
Eph 6:10-18

Faith in Christ for Salvation

Rom 3:23
Rom 6:23
Rom 5:8
Rom 10:9-10
Rom 5:1-2
John 3:16

Guidance

Prov 3:5-6
Isa 30:21
Psalm 25:9
Rom 8:26

Guilt

Isa 43:25
Rom 5:1
Psalm 103:8-12

Healing

James 5:14-15
Isa 53:5
Psalm 147:3

Hope

Psalms 42:5
Rom 8:28
1 Pet 5:7
Matt 19:26

Life in Christ

Matt 6:33
Eph 4:17-32
Gal 2:20
Gal 5:17-26

Love of God

Eph 3:16-19
1 John 3:1
1 John 4:14-16

Self-Discipline

Psalms 141:3
Prov 16:32
Phil 4:8-9

Temptation

1 Cor 10:13
Heb 4:14-16
1 Pet 2:24

When Offended

Matt 18:15-16
Gal 6:1-2
1 Cor 5

Wisdom

James 1-5
Proverbs

Next Steps

Become familiar with other care ministries through Eagle Brook (i.e. DivorceCare, GriefShare, Quest 180, after-service prayer, prayer by appointment). Encourage your Care Receiver to check out the following links on the Eagle Brook website as they're ready to pursue options for additional spiritual growth:

eaglebrookchurch.com/next-steps/following-christ/
eaglebrookchurch.com/join-a-group/
eaglebrookchurch.com/next-steps/grow-in-faith/
eaglebrookchurch.com/next-steps/start-serving/

Prayer

As you close each time with your Care Receiver, spend a few minutes again in prayer, bringing your Care Receiver's needs before God. Your role is not to solve your Care Receiver's problems but to reach out to God on their behalf and to connect them with Him.

Care Receivers come from a variety of church/religious backgrounds. Pray as if you were simply talking with God the way we talk with each other. Keep your prayers simple and easy to understand so that the experience is comforting and encouraging.

Spend time in Bible study and prayer throughout the week so that you are spiritually prepared to support your Care Receiver. Ask the Holy Spirit to fill you with His presence and give you the words to speak (or when to stay silent) as you meet with your Care Receiver. Pray for your Care Receiver's needs. Pray for your One-on-One Care team as well.

Physical Touch

Throughout the world, authorities are encouraging citizens to avoid nonessential close personal contact and touch because viruses can easily be spread. Based on this current reality, physical touch is not advised.

One-on-One Care is Not Counseling

Many situations are helped by the kind and compassionate presence that a Care Giver can give through tools of listening, Scripture, and prayer. Sometimes, however, a Care Receiver will need more intensive, focused, or highly trained care that only a mental health professional can provide. Care Givers are not qualified to diagnose mental or emotional disturbances or to handle such problems as active addictions, psychosis, suicidal ideation, or medication assessment/management. Mental health professionals receive extensive and specialized training, and they are licensed by the states in which they practice.

Ask yourself the following questions to help determine if your Care Receiver could benefit from professional support, and then reach out to the Care Director at your campus to discuss your concerns and to process how to navigate the referral to a mental health professional:

- Does your Care Receiver seem to be having difficulty maintaining the basic functions of life (making simple decisions, caring for their children, adhering to a time schedule, sleeping or eating normally, going to work)?
- Would you expect your Care Receiver to be doing significantly better by now?
- Does your Care Receiver's ability to cope seem to be on a definite downward spiral?
- Is your Care Receiver becoming overly dependent on you?

- Has your Care Receiver become extremely withdrawn from his/her usual social activities?
- Is your Care Receiver behaving explosively or threatening violence?
- Has your Care Receiver mentioned suicidal thoughts or behaved in reckless, self-destructive ways?

Although some Care Receivers cannot afford to seek the care of a mental health professional, this is not a justifiable reason to continue a One-on-One Care relationship with a Care Receiver who really needs professional support. This can be harmful to both the Care Giver and the Care Receiver.

Ending a Care Relationship

It may take a few weeks for you and your Care Receiver to get to know one another and for open communication to develop. It is typical for a One-on-One Care relationship to last approximately 3-6 months, occasionally 9-12 months. Your Care Director can help determine the length of the care relationship. In some chronic care situations, both the Care Giver and Care Receiver may benefit if a new Care Giver is assigned after that time.

Ongoing Support/Training

Care Givers typically meet with their One-on-One Care teams monthly to process experiences, ask questions, and to discuss best practices. This is a time to learn from each other and to pray for each other. Your Care Director will schedule these meetings.

Ongoing Training

As your team meets, a portion of that time will be reserved for ongoing training, One-on-One Care teams can:

- Take advantage of monthly training topics prepared by Eagle Brook central staff
- Read a care-related book and talk about a chapter or two together as they meet
- Listen to a care-related podcast or video together (or prior to meeting) and discuss how it applies within One-on-One Care
- Ask a specialist to present on a care topic (i.e. depression, eating disorders, trauma)

Campus Care Ministry Training

Campus staff will invite all care ministry volunteers (One-on-One Care, DivorceCare, GriefShare, Quest 180, prayer team) for an evening training time once each quarter.

Additional Resources

Bible (especially Psalms)

Alongside: A Practical Guide for Loving Your Neighbor in their Time of Trial by Sarah Beckman

Biblical Counseling by Dr. Tim Clinton/Dr. Ron Hawkins

Counseling Through Your Bible Handbook by June Hunt

Group's Small Group Emergency Response Handbook

Sites to Bookmark

Eagle Brook Volunteer Site

Find more information here.

eaglebrookchurch.com/ebcvolunteers

MyEBC

Ensure your contact info is up-to-date so you stay connected, and use it to view your schedule and MyEBC how-to videos (e.g., how to take a serving need).

myebc.ccbchurch.com/login.php

Username:

Password:

Eagle Brook App

The app is the best place to stay connected beyond the weekend. You can catch up on message series for kids, students, and the weekend, find great Bible reading plans and growth resources, and engage with weekend extras. The app is available on all major mobile platforms including iOS and Android.

eaglebrookchurch.com/app

RightNow Media

Think of it as the Netflix of spiritual growth! It's full of videos and Bible studies to make growing in your faith easier.

eaglebrookchurch.com/rightnowmedia

Your Team

We want to help you get connected so you feel more known and a greater sense of belonging. Take a couple minutes to write down your team members' names, contact info, and any other relevant information.

As you get to know them more, pay attention to any challenges they're facing so you can be praying for them. It's a simple, caring way to grow your faith and make a difference in your teammates' lives.

	NAME	BEST WAY TO CONTACT
Pastor of Campus Operations		
One-on-One Care Director		
One-on-One Care Team Lead		

Congrats!

Starting something new can be intimidating, but you did it—and we're so grateful! Eagle Brook encourages everyone to grow in our five values. Serving can help us grow in these values to become people who:

Follow Jesus

Spend Time with God

Connect in Community

Serve Others

Live Generously

Your input and ideas are welcome, as are any questions you may have, as you learn more about the ministry in which you serve. Thank you for serving others and being so generous with your time.



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