

# CARE TEAM

## Vision/Protocols/Culture



### Why A Care Team?

The care ministry exists to provide love and support to people who are struggling with life's most difficult challenges. We are to ensure that all those within the congregation are cared for in the event of a physical, financial, emotional, or spiritual crisis in their life that would require additional care from the congregation or pastoral staff.

**Galatians 6:10:** So then, while we have an opportunity, let us do good to all men, and especially to those who are of the household of the faith.

**Galatians 6:2:** Bear one another's burdens, and thus fulfill the law of Christ.

### Who Leads the Care Team at Relentless?

We have commissioned Care pastors at Relentless who lead and oversee all things care team. They are responsible for building the team, equipping the team with resources and knowledge, and communicating with the elders and lead pastor(s) of this house. Our Care Team pastors are Michael & Marti Egan.

- Care Team pastors regularly communicate with the lead pastors of this house.
- Care Team pastors regularly communicate with other leaders in the house to find out about needs (such as talking to house church pastors)
- All members of the Care Team can suggest when they think someone should be added to the team, but this decision is ultimately decided on by Care Team pastors so that we can make sure all of our Care Team is equipped and mature to handle this great responsibility. The Care Team is not an "everyone can serve" type of team, however we will disciple people who want to serve in this team so that they can serve if the pastors think they need more training.
- Care Team pastors will regularly communicate with Care Team so that the needs of our house are continually met with great oversight and accountability.
- Care Team pastors lead volunteers in the care team to meet needs, pray, and follow up with Relentless Church family to ensure needs are taken care of and that no one is missed
- Care Team Pastors cover every volunteer in love, care, and prayer. Please reach out to them when you have a need or prayer request.

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### Care Team Volunteer Culture

While we do not call care team members “pastors” we do recognize that the care team is part of the pastoral function in this house. They focus on caregiving, visiting the sick, checking in on the spiritual health of those in our house, forms of counsel, and more. We always want to honor those who we are caring for, so below are some protocols for the care team:

#### Relentless Church Life

- Attend Relentless worship gatherings regularly (at least 2X per month)
- Attend a Room at least 1X per month (House Churches, Prayer Groups, Mens/Womens Gatherings, Etc)

#### Confidentiality

- All hosts (volunteers) on the Care Team will be committed to confidentiality. You do not have to share something “confidential” with anyone else on the team, however it is important to communicate with Care Team pastors about these things.
- Please do not “gossip” about what others are going through; if it was shared with you, “confiding in many” about the situation is a form of gossip unless you have been given permission – always ask for clarity in permission with personal share.

#### Communication

- We want our Care Team to follow-up after every meeting/or visit with a phone call, text message, or email to the Care Pastors. Why? When the care pastors know the visit took place, we won't send more people to overwhelm the person we are caring for and we will know how to proceed with care!
- The Care Team is not a professional team. When there is a medical emergency in the house, we will lean on our safety team or medical professionals in the house. The Care team is not a Medical First Response Team.
- We also have a Church Center App Group called “Care Team” where you can chat with other members of the Care team and share updates!

#### Hospital/Home Visits

- Please do not visit someone in the hospital or their home without first communicating with the Care Pastors, there may be special requests or volunteers already scheduled.
- Limit visits to no more than 30 minutes unless they specifically ask you to stay. Though it may be assumed that the patient has nothing else to do but visit with you, we need to keep in mind that they are there to rest and heal.

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- Never show up at someone's home or the hospital without their consent first. Consent is given with a phone call, text message, or the person communicates with the care pastors and when the care pastors send you, that is your consent.
- Do not ask/pry for personal information. Allow them to advise you on the information they want you to know.

### **Counseling/Deliverance Protocols**

- No Care Team member is given permission to offer counseling or deliverance ministries. While you may have that gift and be called on to counsel/minister by the leadership of this house, we ask that the first protocol is to make Care Pastors aware of counseling or deliverance/ministry needs so the pastors of this house can proceed in the best way and under the direction of the elders/lead pastor.

### **Prayer Calls**

- There may be times when you get to call people and pray and you may not know what/how to pray in to the situation. Let Holy Spirit lead you, but if you need help we have put together prayer resources for you, along with some scripture cues!
- Prayer Scripts and Declarations can be found in the "resources section" of the Care Team Group in ChurchCenter or in the "Resource" page on our website.

## **Care Team Volunteer Roles & Responsibilities**

There are many different ways to serve on the Care Team as listed below:

### **Hospital & Home Care**

- Visit people in the hospital, at home, or deliver foods/resources
- Commit to a 3 Week Follow-Up Process after initial visit (once a week communication for 3 weeks to check on progress and ask if they have needs)

### **Prayer Care**

- Pray for Prayer Requests assigned to you – Call and Offer to Pray over Individual

### **Attendance Follow-Up**

- Follow-up with those who have missed Saturday services consecutively during each month. A simple call or txt will suffice. A group will be assigned.

\*At the end of the month, please send a summary of all attempted and successful contacts to Care Team Pastors for any of these roles you are serving in! This helps us to make sure no one is missed in our attempt to care for all of our Relentless Family.

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### General Protocols

There are times where we come together for times of prayer, intercession, prophetic intercession and more. We want everything in this house to have the DNA of this house; meaning everything in this house to look like, feel like, and sound like Relentless. So, when meeting together please honor the following DNA 'codes' of the house!

- 1) Be prepared** - Please pre- pare yourself and take this ministry seriously! This is one of the greatest forms of power and servanthood you could possibly involve yourself in. Take time to pray before you go in to an assignment, prepare with making sure you have any supplies needed (anointing oil, communion, etc), but most of all, prepare your heart to be led by God.
- 2) Include Holy Spirit** - Ask the Holy Spirit to guide you to the person to whom you should minister or guide them to come to you. This connection is very important, but remember God will give you the power to pray correctly for anyone who is genuinely wanting to receive. The answer is His and the power is His, we are just the vessel He uses!
- 3) Men with men, and women with women** - A couple of opposite sexes praying as a team is ok but the best would be a husband and wife team. Exceptions would be in cases where the person responding is a relative (i.e., you are a woman and your brother responds to the salvation call). When people approach you for prayer and/or ministry ALWAYS do your best to have an accountability partner and especially when it is the opposite sex! Simply ask the person if they would mind if "so and so" joins with us.
- 4) Crying/Emotional Response** - If a person is crying or responding emotionally to an appeal, do not interrupt this process, just draw alongside and begin to pray for them. We are emotional beings, and God often deals with us first at the emotional level. When the emotion subsides, then you can talk with the them. It is important to follow up with ministry even when strong emotions have been evident. For example-- crying because one is sorry for sin is not enough. They must understand the plan of salvation and make the proper response of repentance after the "godly sorrow" has subsided. Discernment and being quick to defer to the Pastoral oversight is important!
- 5) Serious problems** - should be referred to the pastoral staff. For example--if you Pray with someone who is suicidal, a young lady planning an abortion, or someone whose home is about to break up, such situations are examples of serious problems that should be referred to the pastoral staff.

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- 6) Healing/Deliverance Prayers** – Pray for the specific condition and declare healing over it and/or walk people through deliverance prayers. Let Holy Spirit lead you to the root of the condition. For example, Sometimes someone needs prayer for a headache; pray to either pray the headache away, or let God reveal the root of why the headache exists, speak to the root, and declare healing over the “real” issue. Always follow prayer with praise; believing healing is taking place!
- 7) Salvation Prayers** – Don’t be afraid to ask people to invite Jesus in to their heart right there with you if they are requesting a prayer of salvation. Lead them by reminding them of what Jesus did for them, that it is free, walk them through the meaning of repentance, and let them know that when they declare His name they are saved and their salvation should be followed up with a lifestyle of living for God. Always let pastoral staff know of new salvations and point them toward baptism.
- 8) Personal Hygiene** - Be careful about personal hygiene. Carry a supply of breath mints or breath spray and use them. Bad breath or wearing too much perfume/cologne can be a distraction for ministry times.

## Prophetic “Acts” Protocols

- 1) Nothing Permanent** – We encourage the people of God to participate in prophetic acts as Holy Spirit leads; however we ask that nothing permanent is applied to a home. If God leads you to write something; write it on a piece of paper or card that can be removed. Do not write anything on walls, chairs, desks, other furniture or structural piece of the facility.
- 2) Anointing Oil** - If anointing oil is poured, it must be poured in such a way that it does not stain carpet or other cloths or walls. Anointing oils spread over doorways, windows, etc must be approved by the person you are visiting or leaders of the facility.
- 3) Words of Prophecy, Knowledge, Wisdom** - If the Lord moves you to minister in these gifts of the spirit, we ask that the word is documented with a date and given to our Care Team Pastors so there is accountability (with prayer) in every word spoken over the family at Relentless Church.

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## Care Team Moral Code

At Relentless, we want those who serve in leadership roles within our House to understand their commitment and influence, as well as our expectations. While we believe God loves all people, and that His grace is offered to everyone regardless of his or her current lifestyle, we want those who lead in our House to model the highest lifestyle standards as reflected in Scripture. We believe Scripture establishes God's requirements for leaders and that we will be held accountable for those we approve to lead. The following is our culture for anyone who walks in the role of a pastoral calling.

### **Being a leader within Relentless Church means that you:**

- Have a personal, growing relationship with Father, Son, Holy Spirit.
- Recognize the Bible as the authority for their lives
- Facilitate environments where people can pursue community and spiritual growth.
- Lead and facilitate pastoral care by monitoring the spiritual health of church family and promoting participation in this house.
- Exercise self-control, live a life above reproach, manage their family, and all things asked of leaders in 1 Timothy 3.

### **Being a leader within Relentless Church means that you abstain from:**

- Sexual relationship outside of marriage, Homosexual relationship, Extramarital affair
- Excessive alcohol use & Illegal drug use
- Physical or verbal abuse

### **Honor**

We will honor the family of this house, and God, by being on time. We honor the family of this house by committing to not slander or gossip. We live a lifestyle of honoring the decisions of leadership, and supporting the Relentless vision. We do not talk negatively about anyone in leadership or anyone in this house.

### **Community**

We commit to trust others within healthy boundaries and to affirm, build, and encourage others and resolve conflict with forgiveness and reconciliation. We commit to walk in unity with grace and truth and being accountable to others that we might produce fruitful returns.

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### **Communicate Effectively**

Have questions? Have a new idea? Getting distracted or frustrated? Something bothering you? Not sure how to handle a situation? Talk to us. We're here to serve and equip you to grow and succeed as a passionate follower of Jesus.

### **Have the support of family**

It is important that your family supports your involvement in this ministry and accepts the necessary time commitment, which is not insignificant. Your family should always be your priority when considering your involvement in any ministry.

### **Be Humble/Teachable**

It is incredibly easy to focus on ourselves. Always remember the One who gave you your talent/skill/abilities and serve with an attitude of humility is essential. Our talents/gifting can always be developed and improved, and we should be willing to humbly accept direction and constructive criticism from others and learn from it.

**Be modest in dress** - be aware of your appearance. Be comfortable, but be appropriate. Ask yourself – does what I wear distract others from worshiping Jesus? If the answer is yes, change your outfit.

**Be a reflection of Christ**—we ask that should at any time during your involvement you feel your personal life or conduct is not reflecting what we are about or what Christ would have, that you voluntarily step down until the situation changes.

We are excited you are serving on the Care Team!