

# Visiting Team Induction

Welcome to the Visiting team – we are so grateful that you are willing to join the team. This pack will take you through the job description for a visiting team member – but first, the reason for the team.

Galatians 6:2 ESV

Bear one another's burdens, and so fulfill the law of Christ.

For the life of any Christian, fellowship and gathering with others is so important, Jesus promises to be present with us when we gather in His name. When times of illness, suffering, hospitalisation or loss of mobility hit us, our ability to gather and fellowship is reduced. Yet in these times of hardship is when we need the body of Christ the most – and this is why Visiting Team is so important. To carry the love of the Father, the presence of Christ, and the fellowship of Holy Spirit to those who otherwise would be isolated.

Thank you for being willing to join the team – and to carry the burdens of others and bring them to the feet of Jesus.

## Contents

### **Purpose of Pastoral Care: Heartbeat**

### **Job Description of a visiting team member**

- Purpose and Heart of Visiting team
- Skills for visiting
- Task of visiting team

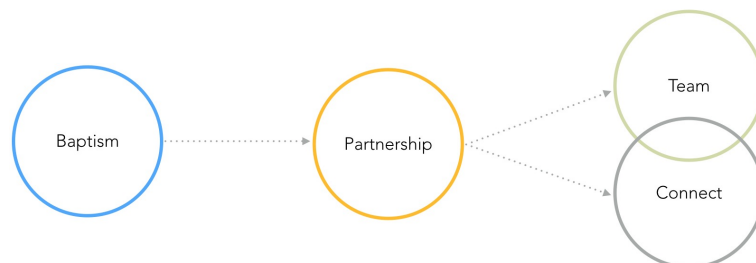
### **Other information**

### **Appendices**

- Pastoral visits taken from full policy on the hub
- Confidentiality policy
- Risk Awareness
- All other documents can be found at [www.renewalcc.com/hub](http://www.renewalcc.com/hub)

# What's the purpose of Pastoral Care?

## Heartbeat:



*Instead, we will speak the truth in love, growing in every way more and more like Christ, who is the head of his body, the church. He makes the whole body fit together perfectly. Ephesians 4:15-16a*

What's the purpose of pastoral care?

Our role is to help people come closer to Jesus and closer to each other - the same heart beating through us all.

### **Our own heartbeat**

#### **In sync with his...**

*'If the work of God is not deep and genuine in your heart, how can you expect him to bless your labours for the salvation of others?' Richard Baxter - "The Reformed Pastor"*

We believe God will work through us to transform others - but this is only possible if we continually allow him to transform us! Our own hearts must be beating in sync with His.

#### **With skill...**

*Psalm 78:72 - NLT*

*He cared for them with a true heart  
and led them with skilful hands.*

To care for people requires not just a caring heart, but skilful hands. We work together as a team utilising the different skills we have and being aware of our own boundaries.

### **In strength not just weakness...**

*'Pastoral care is as much interested in a man's strengths as his problems' Derek Tidball - "Skilful Shepherds"*

It's not just the broken hearts that need care, we also need to invest in people's strengths and help them to realise their potential in Christ. We are here to encourage what God has placed in people's hearts into a reality.

### **As a Pastoral Team we need to be constantly asking the following questions:**

#### **Hi, how are you doing?**

Where are you at the moment? What's going on for you right now? Where are you spiritually? How is your heart beating?

#### **Have you thought about.....?**

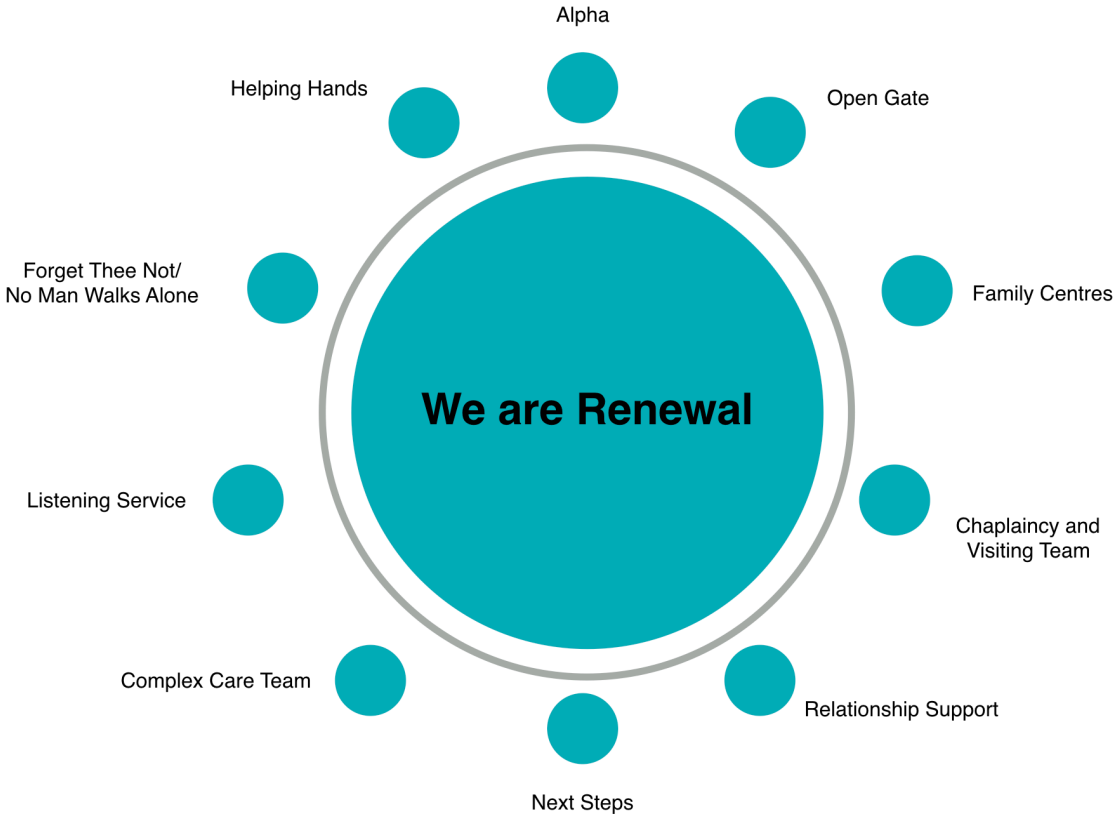
What's next for you? What can you do to grow and develop? Where can you go to access support?

Every time we speak to someone and find how they are doing we need to show them the next step. All the time seeking to enable people to become part of the body, closer to Jesus and closer to each other.

For example:

- for those completing Alpha it may be Baptism
- for those being Baptised it may be Connect or Serving
- for those struggling with addictions or emotional health it may be OpenGate or Listening Service
- for those in grief it may be Forget Thee Not or No Man Walks alone.

These circles show all that we have to offer for the people we connect with at Renewal to help them take their next step.



# Purpose and Heart of visiting team

## Purpose

Our visiting team exist to offer care, company and prayer to those who are unable to attend our services or groups at Renewal. Their purpose is to take the fellowship of God and the church out to those who otherwise would be isolated.

## Heart

Visiting team members have a heart to build relationships with people who find themselves in often difficult and distressing circumstances that mean they are unable to attend a church service. The team members have the care and concern for the individuals they visit, and carry both hope and compassion in their hearts



## **Discussion**

*When has someone offered you care and support at a difficult time of life? What did they do, and how did they treat you?*

## Notes

## Skills

- Able to listen with empathy and compassion
- Able to build relationship and rapport with people from all backgrounds and ages  
Ability to tolerate distress in others and engage with difficult and challenging circumstances
- Knowledge of own boundaries and ability to work with as part of a team across pastoral care department
- Ability to respond to different challenges and circumstances as they arise, and able to make an assessment as to whether a person needs further support and help from other Renewal teams, or outside agencies, in liaison with visiting team leader



### **Discussion**

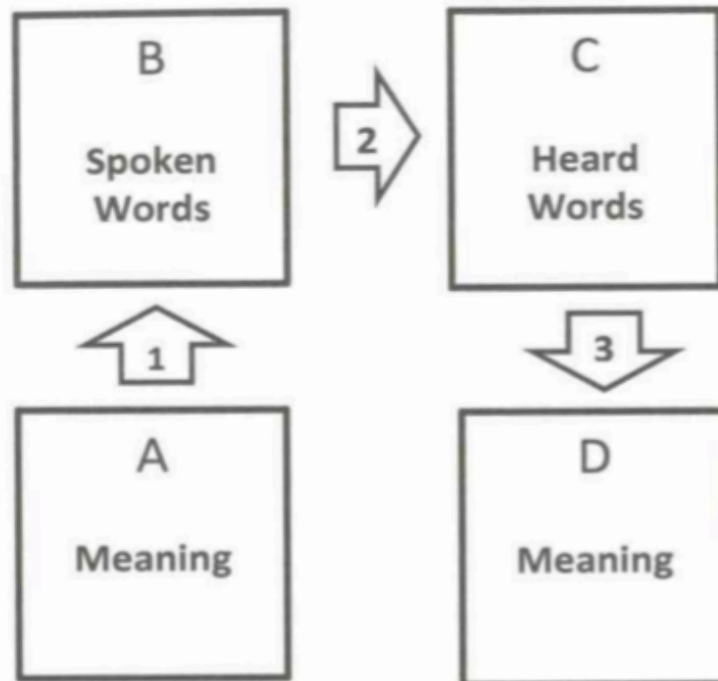
*What makes a good listener?*

### **Skills practice**

*In pairs, take it in turns to listen to each other for one minute  
How did it feel to be listened to? What did the other person do to let you know they had listened?*

### **Notes**

## LISTENING WELL



Before someone speaks or otherwise communicates, there is a hidden meaning. It is what is happening in the person's mind and heart at that moment, set against the background of a lifetime of experience. That is Box A on the lower left, marked *Meaning*.

Next there is Box B: what the person says, the *Spoken Words*. If communicating by email or text, the words are all you get. In person, however, we "say" much more than is apparent from the words in a transcript. There is additional information contained in facial expression, vocal tone and volume, posture, and movement. For simplicity the upper-left box refers to "spoken" words, but remember that there is more involved.

Now move over to the right side of the diagram, which represents the listener. A first step is to get the words right, to hear what the speaker actually said (Box C). This is the impressive skill of a court recorder, to set down the exact words as they are spoken. If this is done well an "instant replay" will reproduce accurately what was said. The *Heard Words* are this upper-right box.

Finally there is Box D on the lower right, also labeled *Meaning*. Here the listener interprets what she or he heard.

*Most people do not listen with the intent to understand; they listen with the intent to reply – Stephen Covey 7 Habits of Highly Effective People*

*When you visit someone else's home, don't rearrange the furniture. Just sit and listen. – Listening Well, The Art of Emphatic Listening*

*Reflective listening is about making a guess (sometimes called a complex reflection) based on what you see, hear and know so far. It doesn't matter if your initial guess is right or wrong. Either way you will probably learn more. – Listening Well, The Art of Emphatic Listening*

### **What do you do with what you hear?**

- Safeguarding
  
- Confidentiality Policy
  
- Supervision and Support

### **Notes**



## Task

- Conduct visits as directed by team leader and pastors
- Offer short prayer and communion where appropriate
- Be aware and adhere to Renewal's pastoral, confidentiality and safeguarding policies and escalate issues as appropriate
- Feedback to visiting team leader or pastor on visits and further pastoral needs  
Respond quickly to requests for visits, letting team leader know whether you can or cannot complete a visit



### ***Discussion***

Any questions on the task of visiting?

## Notes

## **Other information**

### **Hub**

All information of Pastoral Care can be found at [www.renewalcc.com/hub](http://www.renewalcc.com/hub)

### **Chaplaincy/Pastoral Care course**

As members of visiting team you can access individual sessions of the course free of charge. We will send you the course schedule, simply let us know which sessions you are able to attend

### **Dementia friends**

Throughout the year we run an hour's information sessions as part of the Alzeimiers Society Dementia Friends initiative. We encourage you to attend one of them.

### **BBQ**

Once a year we have a team BBQ – look forward to seeing you there

### **DBS and Name Badges**

You will be required to completed a DBS check and supply a passport photograph for your name badge as part of the team

# Pastoral Visits

## Who needs a pastoral visit?

People may need home visits for a variety of reasons, but the underlying aim is to provide them with company, care, and prayer during challenging times in their life. We want to reassure individuals that they matter and that they are cared for.

## How do I know who should be visiting?

This guide explains the different types of situations where someone may need a visit and includes guidance on who is most suitable to support them from the Pastoral Care team.

## What should I do when visiting?

When planning a home or hospital visit ensure you follow the following principles:

Phone ahead to ensure suitability of day/time of visit.

Consider duration of visit. If someone is quite poorly it takes a lot of energy to receive a visitor.

Also be considerate to any family members who may be visiting and allow them time alone with their family member. As a rough guide 20 minutes is appropriate.

Make gentle enquiries regarding the availability of family, friends or neighbours to provide ongoing care/support. Consider the persons own resilience and resources.

Most people just want some company. They want to feel loved and thought about. Be cautious of being over spiritual or offering lots of scriptures, a simple encouragement and your presence is enough.

Any prayer offered should be given with consent and direction from the person receiving care, ask "would you like me to pray/how would you like me to pray?"

Do not force conversation, but let it come naturally. Fight the need to fill up every bit of silence, do not be afraid of periods of quiet.

Do not forget about them the second they get better. Being sick gives you many different types of attention, it can be very lonely when it all goes away. Support and visits may need to be offered until the person has been able to reintegrate into church life.

In general the person visiting should be the same sex as the person they are caring for, or should take along a person of the same sex.

## **What to do if someone is at risk**

If you identify any of these risks present with a person you are supporting or in contact with follow these steps:

- Notify the staff pastors immediately by calling the church office – 0121 711 7300
  - Inform reception that you are part of the pastoral care team and need to highlight a risk to one of the pastors.
  - If it is out of office hours, ring the church office, the answerphone will give you an emergency mobile number. Ring the number and on the voicemail leave a message saying you are part of the pastoral care team and need to highlight a risk to one of the pastors. You will receive a call back asap.

## Confidentiality policy

(Please note this policy does not apply to Renewal Therapy or Listening service - please see Renewal Therapy SOPs for confidentiality within the Therapy or Listening teams.)

As members of Renewals Pastoral team you **cannot promise confidentially in any circumstances.**

In many cases it is in the best interests of the person you are supporting to seek further advice or guidance to ensure they can access the most appropriate support.

If someone asks for confidentiality simply explain that you will not share what you are told with other partners or attenders of the church but you may need to share some information with your leaders or team members to ensure the person gets the best support. Explain that where possible you will always let the person know before you share any information.

Before sharing information within the pastoral team you must explain clearly who you will talk to, why you want to talk to them and what you will tell them.

For example:

*"Would you be ok with me talking to the Forget Thee Not team leader so that they can contact you to support you, can I let them know that your friend has died"*

*"I am unsure of how best to advise you in this situation - I am going to speak to my area leader and share what you have told me about this situation so that they can advise us both on the best next steps"*

The only time when you would not seek permission to share information are when:

- You believe a person is at risk of harming themselves or others
- You believe a criminal act has been committed
- You believe a child has been harmed or is at risk of harm
- You believe an adult who may be vulnerable has been harmed or at risk of harm.

In these situations you should contact Justyn Towler immediately on 0771 528 1755.

## RISK AWARENESS

It is important that we are aware of potential risks with the people we are supporting. However, there is no expectation for you to become an expert risk assessor, just to be risk aware!!

Consider these simple guiding principles:

- ❖ Risk is dynamic, constantly changing.
- ❖ Risk can be minimised but not eliminated
- ❖ Identifying risk carries a duty to do something about it.



