

Shepherding Your Few

Creating a Culture of Care at
RockPointe Church



The Need for a Shepherding

Class

- A response to our leaders in response to the church wide survey
- The leadership series will involve several classes that deal with leadership issues
- The desire to create a culture of care at RockPointe

How God Sees Leaders

Shepherding Servants

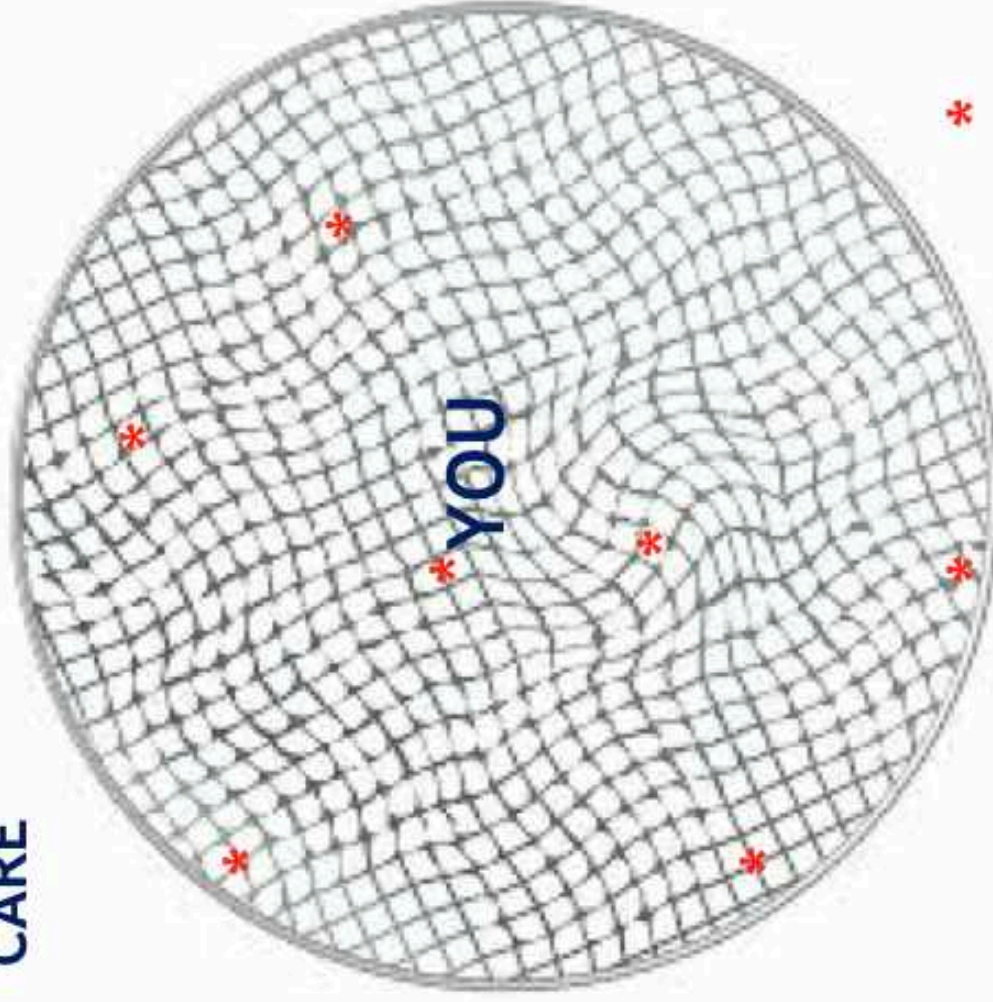
43 You are to lead by a different model. If you want to be the greatest one, then live as one called to serve others. **44** The path to promotion and prominence comes by having the heart of a bond-slave who serves everyone. **45** For even the Son of Man did not come expecting to be served by everyone, but to serve everyone, and to give his life as the ransom price in exchange for the salvation of many.

Mark 10:43-45 (The Passion Translation)

Jesus: Our Example- A leader who washed dirty feet! (John 13:12-17)

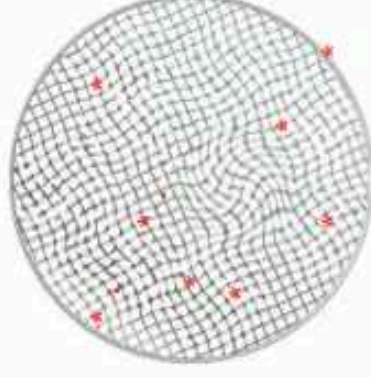
Creating a Culture of Care

DEFINING YOUR SPHERE OF CARE



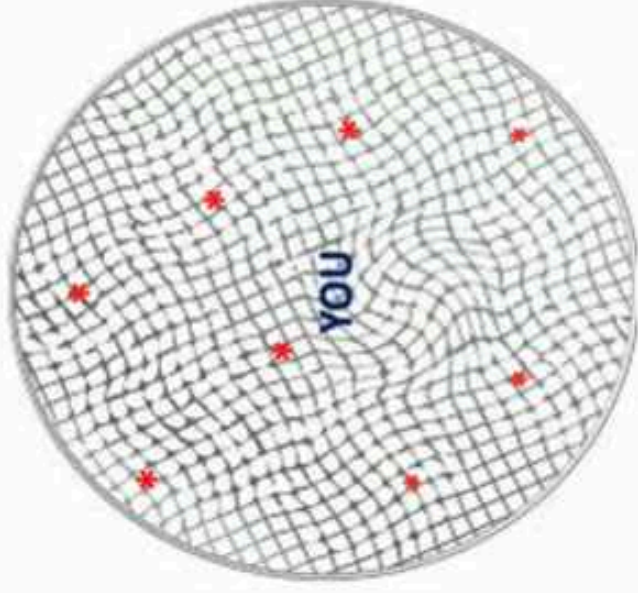
Creating a Culture of Care

DEFINING YOUR SPHERE OF CARE



**Your Sphere of Care is
the group of individuals
for which you have
direct ministry
responsibility.**

Creating a Culture of Care



Initiate
Concern



Investigate
Response



Delegate
Action



Communicate
Appropriately

Strategy for Intentional Practice of Care



What is care?

- Care is..
 - The attempt to help others through words, acts and relationship to experience as full as possible the reality of God's presence and love in their lives.

Trust Continuum

Functionality of the Team

SURFACE

DURATION



DEEP



TASK DRIVEN

RELATIONAL
DRIVEN



DURATION

Laying a Foundation for Providing Care

Two Steps

1. Build Trust
 - Components of trust
 - Compassion: **People don't care how much you know until they know how much you care!!!**
 - Respect
 - Authenticity
 - How people evaluate to trust you or not
 - Your ability
 - Person of integrity
 - Your motive

Laying a Foundation for Providing Care

Two Steps

2. Get to know your flock
 - Know and call them by name
 - Basic information such as: family, work, hobbies, interest (handout)
 - Their salvation experience and spiritual growth
 - Personality traits
 - Strength and weaknesses
 - Struggles/dreams
 - Their needs
 - Pray with and for (handout)

When Care Calls

1. How are needs identified?
 - Through the grapevine
 - Directly
 - In conversation
 - During follow-up when absent
2. Type and timing of response
 - Determined by the nature of the need
 - Type of situation: surgery next week or emergency room
 - Emotional temperature
 - Who can best meet the need
 - You - not responsible to meet every need but to make sure need is met
 - Group member- care is teamwork/partnership

Ministry Environment
Hospital

- Do
 - Pray for God's wisdom and guidance as you go
 - **ALWAYS ASSUME THE PERSON HEARS AND UNDERSTANDS EVERYTHING THAT IS SAID EVEN THOUGH IN A COMA, UNRESPONSIVE OR ASLEEP**
 - Call ahead if possible
 - Wash hands before and after the visit
 - Check with nurse's station first
 - Knock, call name, introduce self and ask to come in
 - Listen more than talk
 - Make visit short: 5-10 minutes. Let patient guide you if longer
 - Ask, may I pray for you?

Ministry Environment Hospital

- Don't
 - Visit if you feel ill
 - Whisper when talking to family members in the room
 - Pry into medical details - if patient wants you to know, they'll tell you
 - Help the patient out of bed or bring the PATIENT food
 - Wear perfume/cologne or smoke before visit
 - Offer false optimism
 - Bring flowers, food or balloons. Instead leave a card, puzzle book or devotional guide.
 - Don't bring your children unless it is their child and requested

When Visiting the Ill

DON'T SAY

- Everything will be ok
- You're going to get better
- How are 'we' doing?
- I am here for you
- I know how you feel
- I know someone that has...
- You look great
- Have you tried this vitamin, diet

INSTEAD

- I am so sorry you are facing this
- I am so sorry you are facing this
- How are you doing today?
- Offer specific suggestions
- Just hug/touch as appropriate
- Just don't compare
- Make a specific compliment
- Don't give medical advice

Ministry Environment at the Emergency Room

- Pray for God's wisdom and guidance as you go
- Remember you have limited access to the patient
- Your best support may be to the family
 - Make phone calls
 - Stay in background: get water, coffee, snacks
 - Ask if you may pray with the family
- Your goal is to remain calm: if you don't think you can, it may be best to just call or to send a team member
- As needed, call other team members to encourage pray or visit
- If you are able to see the patient, make a one-minute visit with prayer

Ministry Environment

Home Visits

- Pray for God's wisdom and guidance as you go
- Call ahead to find out best/convenient time: usually late morning or early afternoon
- Coordinate visit with family about time to visit to see if they could do errands/time alone
- Visit should include family members and minister to them
- Ask if you may pray with them
- **KEY:** Be proactive
 - Not "how can I help?"
 - "Can I.....offer specific suggestions"

Ministry Environment to Those Grieving

- General Thoughts
 - Pray for God's wisdom and guidance as you prepare to see them.
 - Your words cannot undo the grief, but they can compound it.
 - Keep in mind the ones grieving might not want to talk right now—listen.
 - Being present **CANNOT** be underestimated even if you are silent.
 - Don't avoid them even if you are uncomfortable and do not know what to say. A hug or touch is powerful.
 - Send cards over the next period of time.
 - **MARK** your calendar for 1st year anniversary. Remember it.
 - Don't go bonkers if you hear them struggling with faith issues.

Ministry Environment to Those Grieving

- DO SAY:
 - I am so sorry.
 - I wish I had the right words to say, just know I care.
 - My favorite memory of ...is
 - You and your family are in my prayers.
 - I will contact you (when) and we'll decide specific things I can do.

Ministry Environment to Those Grieving

- DON'T SAY
 - God just needed another angel.
 - You can always have another child.
 - God will not give us more than we can handle.
 - He's in a better place.
 - Don't cry. You have to be strong for..
 - There is a reason for everything.
 - That's not Joe. That's just a shell.

Why do People Suffer? Why Me?

How to Answer

- This will be an extremely emotional moment for the person/family. This is usually not the time for theological discussion but compassionate care and listening.
- The handout, by the same name, gives some theological answers for you, the caregiver to become familiar with and perhaps later, under less emotional conditions, can address some of them with the person/family.

Why do People Suffer? Why Me?

How to Answer

- **At the moment:**
 - I don't know.
 - I do know that God understands your pain and confusion. (John 11:35)
 - I do know that God understands your loss (in case of death). (John 11:35)
 - I do know that God will never leave you or forsake you. (Ps 23)
 - I do know that God loves you unconditionally. (1 John 4:9-10)
 - I do know that God gives grace sufficiently. (2 Cor 12:7-10)
- **Ask, may I pray with you that God will confirm these things in your heart and give you grace and mercy for this hour.**

Tools

- How to manage the visits/tasks
 - Manually track visits/tasks
 - Person in need, need/task, action, due date, who will do it
 - Computer /Phone Applications
 - Microsoft to-do
 - Wunderlist
 - Checklist.com (android)
- Prayers and Scriptures to use depending on situation (see handout)
- Journeying Through Grief (stephenministries.org - cost \$10 for the series)

Listening and

Counseling "call comes"

- What to do
- How to listen
- When the issue must be communicated up or
externality
 - Gossip
 - Legal obligations
 - Informing RPC leadership
- Know your limits
 - Hope and help

What to do when the "call" comes

1. Just show up
2. Resist the urge to say something profound
3. Find a need, however small, and meet it

How to Listen

- Often the "problem" is not the "problem".

How to Listen

- Often the "problem" is not the "problem"
- Remember there are two sides to every story

Confidentiality

- Don't gossip or slander Proverbs 11:13, 20:19, Romans 16:17
- ~~When~~ communicate the issue externally
 - Texas Law requires anyone to ~~report~~ report abuse and neglect.
 - Abuse, neglect, self-neglect, and exploitation of the elderly or adults with disabilities living at home.
 - Abuse of children in child-care facilities or treatment centers.
 - Abuse of adults and children who live in state facilities or are being helped by programs for people with mental illness or intellectual disabilities.
- Report to Texas Department of Family and Protective Services at 1-800-252-5400

Confidentiality

- When to communicate the issue up to RPC leadership
 - When in doubt, ask your ministry leader.

Know Your Limits

- Triage - "Hope and Help"
- Brian Sanders - First point of contact for counseling questions / referrals
- Brian Sanders
brian@rpcstaff.org
214-356-2325

Dangers to the Caregiver

1. Feeling responsible for the outcome.
2. Finding identity in needing to be needed.
3. Violating boundaries with the opposite sex.
4. Not addressing your personal needs (time, energy, spiritual life, physical). The need for balance and personal boundaries.
5. Not being sensitive to when you should communicate and release up.