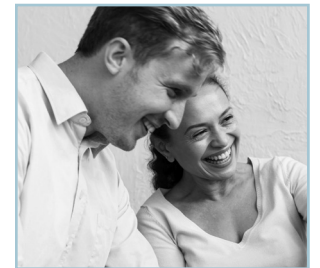
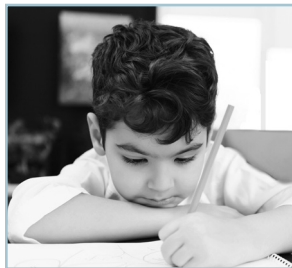


# ***SERVING TEAM GUIDE***

*Shepherd's Gate*  
**CARE**



*WE EXIST TO  
IMPACT THE  
WORLD WITH  
THE LOVE OF  
JESUS.*

*WE WILL VALUE  
EVERY[ONE] WE MEET.*

*WE WILL INFLUENCE  
EVERY[WHERE] WE GO.*

*WE WILL LIVE  
GENEROUSLY WITH  
EVERY[THING] WE HAVE.*

# WELCOME

Find **HELP** Discover **HOPE** Experience **HEALING**

We are excited to tell you all about our Care Program and how we impact the world with the love of Jesus through this program.

The Care Program offers life-changing support groups to people and guides them on the path of recovery after a loss of a loved one, a divorce or other major life events. It provides attendees with:

## Understanding & Acceptance

People attending Care Classes know that their coaches understand how they're feeling and what they are struggling with—because they're facing similar challenges. Everyone's story is different, and you'll be accepted right where you are, in a safe place.

## Encouragement & Hope

It's comforting to know you're not alone and that you're going to be okay. Through videos and small-group discussion time, attendees hear from people who have felt there's nothing left to look forward to—and now they're starting to smile again. Care Coaches help you do the same.

## Good Advice

Each week, attendees watch a 30-minute video filled with practical suggestions from counselors and other experts on recovery. Plus, they'll hear from people who've experienced similar situations and share what's helped them. Their insights will help them make wise decisions as they move forward.

## Structured Approach

When everything feels chaotic, the Care Program's structured approach provides stability. It helps attendees organize thinking and manage emotions. Each group is built around three main parts that work together to provide the most effective healing experience: video, group discussion, and a participant book for practical application.

# HOW SERVING WORKS

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## COACH TRAINING

Once someone is selected to be a Care Coach the Leadership will provide training via Care University. Materials are provided and may include manuals, leader guides, videos and links to appropriate websites.

## COACH SHADOWING

Coaches will be assigned to the appropriate class along with a seasoned coach for the first 13-week session. When leadership feels coaches are ready to lead on their own, they will be assigned a class with another coach. It is anticipated that there will always be two coaches per class when available.

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## COACH PREPARATION

Coaches should review the topic for the current week's class ahead of time and ensure all materials needed have been requested from the Leadership. Coaches are encouraged to pray for their groups during the week between classes. Some attendees may benefit from a phone call, a written note or email.

## HOSPITALITY

The Hospitality Team works together to get the job done for our Care program. A schedule of class nights is provided to the team and the Hospitality Team Leader helps the group determine how to fill the schedule through the 13-week session. The Hospitality Team Leader also creates the menus for each week, purchases food for each week's meal and leads the Hospitality Team in their duties of setting up dinners, meal preparation, cooking, serving and clean-up. If you are only available every other week or once a month to serve on the Hospitality Team that is fine. We can always find a place for someone who wants to serve.

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# CARE TEAM VALUES

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## CONFIDENTIAL

This is the most important value for attendees. Without confidentiality the program would fail. Confidentiality is required of all coaches. Names, concerns, and other issues should only be shared with Program Leadership. If confidence is broken the attendees will not feel safe and will not share in the class.



## SECURE

Kids need to feel safe, and we provide a process to keep them safe while in class and even have a security guard on-site.



## FAITH-BASED

While we are a faith-based program, we do not require attendees to be of a certain faith or believe as we do at Shepherd's Gate. We let God do the work behind the scenes. We can offer prayer, support, and encouragement.



## FUN

While many attendees are suffering from a painful event, we still encourage the groups to bond over fun things and start meetings with icebreakers. We try to make sharing easier by providing a fun way to do so.



## SUPPORTIVE

Coaches can provide support through prayer, listening, or a list of resources that are provided from Care Program Leadership. (Counseling, Financial, Food Pantry's etc.)

# FAQ'S

frequently  
asked  
questions



## **What opportunities exist to serve on the Care Team?**

We are always looking for Coaches to facilitate classes on Thursday nights. We also welcome volunteers to greet at the doors or direct attendees to class. If you can't commit to every week, we also train coaches to be subs during the year, but they will be required to complete training and shadow a couple of classes before they can sub.

## **What skills are needed to be a Care Coach?**

Care Coaches need great listening skills, patience, and an ability to facilitate discussion in a meeting. They need to be strong in their faith and willing to pray with those who need prayer. Confidentiality is also key, so if you have trouble keeping a confidence perhaps you are a better fit for the Hospitality Team.

## **What are the time commitments?**

Each session is 13 weeks long. Classes are on Thursday evenings and include dinner. The Care program meets on Thursdays from 6:30p to 8:45p. You will need time to prepare each week between classes by reading the materials or viewing a video (that should be less than an hour). It is also anticipated that during the week you will pray for the Care program and those attending your group.

## **What can you expect from your Leadership Team?**

The Care Team leaders are passionate about providing you with the training and tools to be successful as a Care Coach and empowering you to do God's work in serving others. We strive to plan well, budget and schedule events, as well as provide support and positive feedback and encouragement. Care leaders are also ready to help you with difficult situations and provide resources for the Care attendees.

## **What if I have to miss a week due to a commitment?**

We understand that this is not your only commitment in your life. We also have coaches who only want to sub. They can sit in for you if you are sick or have another commitment.

## **What can you expect from your fellow Team Members?**

Care Coaches support each other in the class and outside of it. Experienced Coaches are there to help you learn in the classroom, during training and at the coaches' meeting each week just prior to class. They are there to pray with and for you if you are struggling at all. You will find this wonderful, passionate, dedicated group of people to be your best friend on a cloudy day. We are a team and the only way we can succeed is if we work together and support each other.

# CARE COACHES & HOSPITALITY TEAM

Our Care Coaches are the foundation of our Care Program. Coaches for our classes provide a safe, confidential environment for people to share their pain and burdens without judgement or fear of exposure.

Our core classes are DivorceCare, DivorceCare for Kids, DivorceCare for Teens, Griefshare, Healing is a Choice and Boundaries.

Coaches are selected and assigned based on their life experience. For example, coaches for DivorceCare have had a divorce impact their life. Coaches for Griefshare should be able to share their experience with Grief through the loss of a loved one.

Coaches are responsible for maintaining open communication and facilitating the group they have been assigned to. Coaches receive training via Care University and are provided with the necessary resources to carry out the 13-week class, including videos, books and leader materials.

Another critical component of our Care Program is our Hospitality Team. This team is a well-oiled machine of people who serve when our Care Program meets. Those who arrive early between 4:30-5:30p help decorate tables for dining attendees and do some food prep. Others who arrive later do some cooking and serving, while others favor doing dishes and clean up.

Some people just want to offer a smile and a handshake. These people are critical too because attendees are scared and broken and need to feel as if they are being welcomed into a safe home environment. Maybe this is how you would choose to serve.

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# COACHES

## What they do:

Facilitate Care Group meetings, run videos, handle discussions, and take attendance. Tools provided to lead the class including videos, books, and leader guides.

## When they do it:

Thursday evenings from 6:15 to 9p.

## How often:

Every week Care meets or as your schedule allows. (Most sessions are 13-weeks long.)

## You'll like it if:

You are a good listener, have a passion for helping others, can keep info confidential and are dedicated to serving in God's way through prayer.

# HOSPITALITY

## What they do:

Ready tables, prepare food, cook food, serve food and clean up. Team works together on assignments.

## When they do it:

Thursday evenings between 4:30-9p.

# HOSPITALITY

## CONTINUED

## How often:

Weekly or if not able to do weekly, every other week. 13-week sessions with breaks over holiday season and summer.

## You'll like it if:

You love working on a team. You have a passion for serving others and like to cook/serve.

# GREETERS

## What they do:

Greet people with a warm welcome at the door and direct them to dinner. Show people where classrooms/restrooms are.

## When they do it:

Thursday evenings from 6:15-7p.

## How often:

Every week Care meets or as your schedule allows. (Most sessions are 13-weeks long.)

## You'll like it if:

You are friendly and engaging, you like meeting new people and helping others.

# ADMIN VOLUNTEERS

## What they do:

Assist with registering people, updating the database, or handing out books and taking attendance. Some nights the Admin is not available and needs a sub. When the assigned Admin is on-site, this person will support and work with the Admin as directed.

## When they do it:

Thursday evenings from 6-9p.

## How often:

Weekly or bi-weekly. As often as you would like to help out and as a sub when Admin is on vacation.

## You'll like it if:

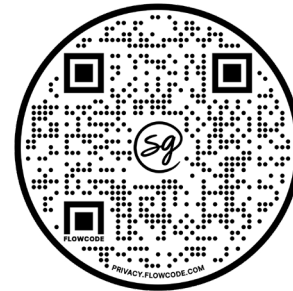
You have some computer skills, don't mind doing some paperwork, and can support another administrator when needed.

"For I know the plans I have for you, declares the Lord, plans to prosper you and not to harm you, plans to give you hope and a future" **Jeremiah 29:11**

HOW DO I SIGN-UP TO SERVE?



**VISIT OUR WEBSITE AT**  
**[sgatechurch.org/servetoday](https://sgatechurch.org/servetoday)**



*Shepherd's Gate*

**HAVE QUESTIONS?**

**WE'VE GOT ANSWERS!**

**EMAIL [care@sgatechurch.org](mailto:care@sgatechurch.org)**