

## Care Callers Phone Team

**Purpose:** The Care Callers team provides spiritual care through telephone calls to people, in and beyond the St. Peter church family, who are in need. It is part of the Spiritual Care Team, a lay and pastoral team that cares for the entire church family, keeping people from “falling through the cracks.”

**Responsible to:** The St. Peter staff person who directs this team is Pastor Randy Rozelle, who heads the Spiritual Care Team. The ministry coordinator is Jean Mau.



**Job Description:** Callers make regular phone calls, usually once or twice a month, to the people on their list. Each volunteer accepts or declines specific assignments offered by Jean. The purpose of the call is not to provide counseling or hands-on services. It is to express the church’s concern for them and to pray with them: “We’re calling to see how you are and if there are any prayer requests at this time?” Care calling is a one-to-one confidential ministry.

**Time Required:** Varies according to the assignments each volunteer accepts. Phone calls to an individual may be short term (i.e., someone recovering from illness) or ongoing, dependent on person’s request.

**Length of commitment:** One year, with renewals as desired.

**Training provided:** Callers are thoroughly trained by Jean.

**Qualifications or special skills:** Volunteers need to be caring, active listeners, able to offer support and compassion to others in time of need. They need to be reliable in carrying out their assigned calls and they need to respect confidentiality.

**Benefits to the volunteer:** These phone calls are greatly appreciated. Callers know they are making a difference to these individuals, and many meaningful friendships grow from these calls.