



# *Getting Started*



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# Growing a successful ministry

Nurturing a BeFriender Ministry is like caring for a garden. The first steps are the most important for healthy growth.

## PLANNING

Select a garden plot that will support abundant growth year after year.

- Strong and visible **support from the pastor** is the single most important factor for a thriving BeFriender Ministry.
- Looking ahead to issues of **transition and renewal** also is important. From the beginning, prepare for growth and leadership transition.
- Create an expectation of regular **evaluation and improvement** to ensure ongoing viability.

## PREPARING THE SOIL

Prepare the soil, adding nutrients as needed.

- **Establish a leadership team** with the complement of skills needed for the ministry. Take the time for a formal interview and selection process. Be sure new program leaders understand the requirements before accepting the role. Determine what kind of support might be needed to allow lay leaders to grow.
- Find ways for BeFriender Ministry to **integrate with all ministries** in the church. Include program leaders in staff meetings.



## PLANTING

Sow seeds that will thrive.

- **Raise awareness** among church members of the availability of BeFriender Ministry. Deliver the message in multiple ways. People might not really hear the message until they need a BeFriender, so talk about it again and again.
- **Recruit, interview, and select lay ministers** whose skills and abilities match those needed for being a BeFriender. Careful selection of BeFrienders is essential for a healthy ministry.
- Establish a system of **referrals** that will allow BeFrienders to help meet pastoral care needs.
- Encourage **proactive befriending**. For example, BeFrienders can welcome new members, visit new parents, and be available at funerals.

## TENDING AND HARVESTING

There is much work yet to be done after the seeds are planted. If planning, preparing the soil, and planting have been done well – and are repeated as needs change – the seeds will germinate, grow, and flourish.

# Getting started

Once you have selected BeFriender Ministry, these are the next steps for getting started. As you complete each step, you can return to this page and fill in the results.



<p><b>STEP 1: ASSESS READINESS (PAGE 5)</b></p> <p>Areas of readiness that need to be addressed before proceeding are:</p>
<p><b>STEP 2: UNDERSTAND THE ROLE OF THE LEADERSHIP TEAM (PAGE 6)</b></p> <p>Notes:</p>
<p><b>STEP 3: IDENTIFY THE PROGRAM SUPERVISOR (PAGE 8)</b></p> <p>The program supervisor will be:</p>
<p><b>STEP 4: RECRUIT, INTERVIEW, AND SELECT PROGRAM LEADERS (PAGE 9)</b></p> <p>The size of the leadership team will be:</p> <p>The program leaders on the leadership team are:</p>
<p><b>STEP 5: REGISTER THE LEADERSHIP TEAM FOR “FOUNDATIONS FOR BEFRIENDER MINISTRY” (PAGE 11)</b></p> <p>Leadership team members registered for the “Foundations” workshop on this date:</p>

# Assess readiness

## Step 1. Assess readiness

Step 2. Understand the role of the leadership team

Step 3. Identify the program supervisor

Step 4. Recruit, interview, and select program leaders

Step 5. Register the leadership team for “Foundations for BeFriender Ministry”



In order for BeFriender Ministry to be effective, a certain amount of readiness for lay pastoral care must be present. Review these questions to see if they bring new insights or questions to the foreground.

What indications do you have that ...

- there is a need for pastoral care?
- the staff will support lay pastoral care?
- clergy and laity can serve in partnership?
- there will be long-term support for this ministry?
- there are volunteers who have gifts for pastoral care?
- there are volunteers who will respond to a call for lay pastoral care?
- those who need pastoral care are open to receiving care from the laity?

# Understand the role of the leadership team

Step 1. Assess readiness

**Step 2. Understand the role of the leadership team**

Step 3. Identify the program supervisor

Step 4. Recruit, interview, and select program leaders

Step 5. Register the leadership team for “Foundations for BeFriender Ministry”



## COMPOSITION OF THE TEAM

It is recommended that two to five people serve on the leadership team and attend “Foundations for BeFriender Ministry” together.

**Clergy and/or another paid staff person.** At least one staff person must be on the leadership team as the person with ultimate accountability for the program on behalf of the church. This person is the *program supervisor*.

**Volunteer lay leader(s).** One to three lay volunteers also serve on the leadership team.

The staff person(s) and lay volunteer(s) together comprise the *leadership team*.

## FUNCTIONS OF THE TEAM

The members of the leadership team carry out these functions for the ministry:

- **Trainer.** Leads skill development. Trains BeFriender candidates and provides continuing education for BeFrienders.
- **Facilitator.** Leads group process. Facilitates a small group process for learning from ministry and supervises BeFrienders.
- **Administrator.** Leads program implementation and maintenance. Receives referrals, assigns BeFrienders, regularly evaluates the program, and publicizes the program.

These functions may be filled by anyone on the leadership team. It is recommended that at least two people share or divide the functions.

## GENERAL QUALIFICATIONS OF TEAM MEMBERS

The following are qualifications of all members of the leadership team.

- A person of faith with a strong sense of God’s presence.
- Willingness and ability to look at an issue from another’s point of view.
- Willingness and ability to offer time each week to BeFriender Ministry.
- Ability to actively listen to people.
- Understanding of the importance of confidentiality.
- No known active chemical dependency problems.
- Understanding of basic theology and psychology and/or willingness and ability to learn.

- Ability to communicate clearly.
- Ability to be reasonably nonjudgmental.
- Organizational ability.
- Accessibility (not out of town or otherwise unavailable for extended periods of time).

### **WHY A TEAM?**

Why we recommend that a team attends training together:

- Sets the stage for developing a consistent vision together.
- Provides peer support for leading the ministry.
- Allows for a division of responsibilities, each according to his or her gifts.
- Helps ensure continuity in the event of leadership turnover.
- Represents broad accountability throughout the church.

### **WHY CLERGY AND/OR AT LEAST ONE PAID STAFF PERSON ATTENDS**

- They have ultimate accountability for the ministry in their setting.
- Their attendance demonstrates support for volunteer program leaders.
- They can best support the ministry if they understand it well.
- Their visibility and participation adds credibility and public support for the ministry.
- They are responsible for integration of this ministry with other ministries and programs in the church.
- They may choose to have a role in training, facilitation, and or administration of the ministry.

### **WHY 1–3 VOLUNTEERS ATTEND**

- They will have a role in training, facilitation, and or administration of the ministry.
- Their participation demonstrates ownership by the laity.
- Their participation demonstrates that ministry belongs to the community.

# Identify the program supervisor

Step 1. Assess readiness

Step 2. Understand the role of the leadership team

**Step 3. Identify the program supervisor**

Step 4. Recruit, interview, and select program leaders

Step 5. Register the leadership team for “Foundations for BeFriender Ministry”



The BeFriender Ministry program supervisor is the clergy or other paid staff person with ultimate accountability for the ministry within your setting

A position description for the program supervisor is listed in the Appendix beginning on page 12.

# Recruit, interview, and select program leaders

Step 1. Assess readiness

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Step 5. Register the leadership team for “Foundations for BeFriender Ministry”



## **DETERMINE THE SIZE OF YOUR LEADERSHIP TEAM**

Two to five people serve on the leadership team.

For instance, the leadership team of a smaller church could be two or three people:

- 1 clergy
- 1 or 2 lay leaders

The leadership team of a larger church could be 3 to 5 people:

- 1 clergy and/or another paid staff person
- 1-3 lay leaders

## **IDENTIFY LAY VOLUNTEERS TO SERVE AS PROGRAM LEADERS**

In addition to your own questions, you can choose among the “Suggested Interview Questions” (Appendix, page 12) to interview and select lay volunteers for the leadership team. It will be helpful to provide each potential program leader with the following materials prior to an interview.

- Understand the role of the leadership team (page 6)
- Responsibilities of program leaders (Appendix, page 12)
- Foundations for BeFriender Ministry workshop description

Be prepared to share with volunteer lay leaders your expectations about the time required for the ministry. The following are general guidelines.

- “Foundations for BeFriender Ministry” workshop ..... 30 hours
- Regular group meetings with BeFrienders  
(2 meetings per month recommended) ..... 4-5 hours per month
- Combined responsibilities of all leadership team roles,  
including group meetings .....20 hours per month

## **AFTER THE INTERVIEWS**

Some suggestions for following up with interviews are:

- Prepare feedback from the interview.
- Set a second meeting to offer your feedback about how you see the person's gifts matching with the needs of a BeFriender Ministry program.
- Discern together whether the person is a good match for the ministry.

# Register for “Foundations for BeFriender Ministry”

Step 1. Assess readiness

Step 2. Understand the role of the leadership team

Step 3. Identify the program supervisor

Step 4. Recruit, interview, and select program leaders

**Step 5. Register the leadership team for “Foundations for BeFriender Ministry”**



Register your leadership team for the “Foundations” workshop:

- By phone: toll free 1-866-468-8708 (952-767-0244 in the Saint Paul-Minneapolis area)
- On the website: [www.befrienderministry.org](http://www.befrienderministry.org)
- By mail: Complete a registration form and mail it to BeFriender Ministry, Suite 101, 1301 American Blvd. East, Bloomington, MN 55425-1988.



# *Appendix*

# Program supervisor position description

The BeFriender Ministry program supervisor is the pastor or other paid staff person with ultimate accountability for the ministry within the church or organization.

## Responsibilities

1. Initiate planning for the BeFriender Ministry program.
2. Recruit, interview, and select other members of the leadership team.
3. Attend the “Foundations for BeFriender Ministry workshop” with the leadership team.
4. Help prepare other staff to receive BeFriender Ministry in the church or organization.
5. Assist other members of the leadership team in preparing the church or organization for BeFriender Ministry by offering public support (such as homilies or sermons) and/or continuing education about lay ministry.
6. Encourage financial support for BeFriender Ministry.
7. Meet with other members of the leadership team to develop a program plan and goals.
8. Regularly meet with other members of the leadership team to:
  - review the status of the program and monitor progress.
  - identify needs that have arisen.
9. Provide supervision and support for other members of the leadership team in:
  - recruitment, interviewing, and selection of BeFriender candidates.
  - training BeFriender candidates.
  - providing continuing education to BeFrienders.
  - general administration of the program.
10. Provide or arrange for continuing education for other members of the leadership team as needed.
11. Be accessible to other members of the leadership team to provide guidance as needed.
12. Provide referrals and encourage referrals from staff and church/organization members.
13. Provide frequent and ongoing public support for the ministry.
14. Oversee the recordkeeping system; including:
  - ensuring confidentiality of people befriended.
  - ensuring that records are accessible to appropriate personnel.
15. Facilitate the integration of BeFriender Ministry with other ministries in the church or organization.
16. Represent BeFriender Ministry at staff meetings.
17. Conduct annual evaluation of the BeFriender Ministry program with other members of the leadership team based on the specific goals that were established.

*from the BeFriender Ministry Administrator Guide CD*

# Program leader position description

## **Responsibilities**

The following are responsibilities of all program leaders on the leadership team.

1. Attend the “Foundations for BeFriender Ministry” workshop.
2. Work with other members of the leadership team to prepare the church or organization for BeFriender Ministry.
3. Meet with other members of the leadership team to develop a program plan and goals.
4. Recruit, interview, and select BeFriender candidates.
5. Regularly meet with other members of the leadership team to:
  - review the status of the program and monitor progress.
  - identify needs that have arisen.
6. Participate in an annual evaluation of the BeFriender Ministry program with other members of the leadership team based on the specific goals that were established.

The following are specific responsibilities for the three program leader functions.

### *Trainer*

1. Train BeFriender candidates.
2. Provide continuing education to BeFrienders.

### *Facilitator*

1. Supervise BeFrienders.
2. Conduct regular group meetings for BeFrienders.
3. Regularly facilitate Making Meaning with BeFrienders.
4. Identify continuing education needs that arise from group meetings.
5. Conduct an annual, one-to-one evaluation process with each BeFriender.

### *Administrator*

1. Prepare publicity materials.
2. Hold informational meetings for recruiting BeFriender candidates.
3. Match BeFrienders with those in need of pastoral care.
4. Meet annually with other program leaders to evaluate and plan for BeFriender Ministry continuing education.
5. Keep accurate records to help ensure accountability for the BeFriender program.

## **Qualifications**

The following are specific qualifications for the three program leader functions.

### *Trainer*

1. Basic understanding of adult learning principles.
2. Ability to comfortably present to a group.

### *Facilitator*

1. Ability to keep a group on track.
2. Ability to supervise individuals.

### *Administrator*

1. Creativity for publicizing the ministry and planning continuing education for BeFrienders.
2. Recordkeeping skills.

*from the BeFriender Ministry Administrator Guide CD*

# Suggested interview questions

What interests you about the position of BeFriender Ministry program leader?

When you think about your average day, week, or month, what activities do you make time for?

After reading the qualifications and responsibilities of a BeFriender program leader:

- What gifts do you feel you would bring to this ministry?
- In what areas do you feel you would need additional training and support?

Describe a situation in which you had to express your own negative feelings about someone else's actions. How did you handle it? What was it like for you?

Describe a time when you tried to help someone, and you or your ideas were rejected. How did you feel? What did you do?

Tell me about times when people have sought you out to tell you something that was significant to them. How did you feel as a result?

Tell me about a time when you shared your own personal struggle with a friend. What led you to choose that person? What was the experience like for you?

What do you do to nourish your spiritual life?

Who is God for you, and what is your relationship with God like?

How has your image of God changed during your life? What precipitated that change?

What do you find most exciting or encouraging about the church today?

What are some concerns you have about the church?

Describe an interaction you've had with someone whose image of God is different from your own.

What benefits do you believe BeFriender Ministry would provide for you?

Is there anything (time, other commitments, priorities, etc.) that would prevent you from serving as a program leader?

What questions do you have about BeFriender Ministry?