



CARE MENTOR SOP

CARE MENTOR PURPOSE STATEMENT:

A healing community that provides a guided Care Plan to help reveal Christ, relieve suffering, and healthy life disciplines.

REQUIRED JOB DESCRIPTIONS

Campus Care Director/Coordinator

Reports to Campus Pastor and/or Associate Campus Pastor

- To oversee the Care Mentor Team.
- To oversee and support the Care Mentor Lead Coach or Coach (if applicable).
- To handle team member issues, if any.

Care Mentor Coach/Lead Coach

Reports to Campus Care Director/Coordinator

- To uphold the integrity of the Bayside purpose statement.
- To maintain communication between the Campus Care Director/Coordinator and Care Mentor Team.
- To support, connect, encourage the Care Mentor Team weekly.
- Assist with on-boarding and recruiting new team members.
- Assist with Care Mentor Team needs as needed.

Care Mentor Team Member

Reports to appropriate Care Mentor Coach/ Care Staff

- To complete all training within a timely manner.
- To meet weekly with individuals that they are assigned to.
- To engage with the team through training, meetings, and community.
- See Care Mentor Job Description for more details.

ONBOARDING NEW TEAM MEMBERS:

Connect & Involve

Referral From:

- Staff
- My Place (Growth Track class designed for getting people plugged into the church)
- Marketing (fb, platform, care events, word of mouth)
- A Miracle of God

Initial Contact:

- Explain the process
 - Did they complete the Growth Track including Freedom?-Start here!
 - Must also complete MyLeadership
 - If approved, commitment to at minimum 90 days of training, including (but not limited to) 40 hours + Mental Health Coaching training through AACC.

Interest Confirmed:

- Send Dream Team Questionnaire Form (*If not completed in the past 12 months.*)
- Send Care Ministry Questionnaire Form (*If not completed in the past 12 months.*)

CHECK FOR RESTRICTIONS ON SERVING

- Found under the “Restrictions” tab on PCO profile.

INTERNAL REVIEW OF NEW APPLICANT

- Confirm completion of Growth Track
- Confirm completion of Freedom & Freedom Weekend
- Confirm completion of My Leadership

1ST INTERVIEW: Completed by Care Staff

- Story, testimony, background with mental health
- Why are they interested in this team
- What do they know about this team
- Share vision, clarity, big picture of this team
- Share expectations, commitment, and requirements

****FOR COMPLETE INTERVIEW GUIDE SEE APPENDIX A****

2ND INTERVIEW: Completed by Coach/Lead Coach

- Spiritual, Mental, Emotional stability assessment
- Specific questions on how they handle crisis or issues with others/themselves
- Deeper spiritual dig (disciplines, doctrine, prayer life)
- Will they fit with the team?

****FOR COMPLETE INTERVIEW GUIDE SEE APPENDIX B****

NEXT STEPS PROCESS FOLLOWING THE INTERVIEW:

- If you believe the member is a fit based off the interview then:
 - Ask the individual to take a few days to prayerfully seek God and a confirmation.
 - Invite them to pray with their spouse (if applicable).
 - Have them reach out to you in a few days with their response.
 - Care Staff and Lead Coach take a few days to prayerfully consider the individual as well.
 - Set up any additional meetings if things are unclear.
- If you do not believe the member is a fit, then please guide them into a place to serve.

BACKGROUND CHECK:

1. Submit for background check.
2. Background check complete.

ORIENTATION:

1. Add to Care Mentor In Training Cohort Group..
2. Send email with AACC Registration link & video on using Light University dashboard.
3. Send training syllabus, zoom links, and dates for training and checkpoints.

SPECIFIC TRAINING:

1. Send meeting reminders 7 days and 3 days prior to scheduled checkpoints
2. Checkpoint 1 - MHC 101 (30 days into training)
3. Checkpoint 2 - MHC 201 (60 days into training)
4. Checkpoint 3 - MHC 301 (90 days into training)
5. Shadowing (4-6 Sessions)
 - a. I do, you watch, we talk.
 - b. I do, you help, we talk.
 - c. You do, I help, we talk.
 - d. You do, I watch, we talk.
6. Update PCO Profile with date training is completed.
7. Send "Care Team - Lanyard Guidelines" PCO Form
8. Issue Care Team Lanyard.
9. Suggested: Gift new Care Mentors "Quick Reference Guide to Biblical Counseling" book.

FIRST TIME SERVING:

Fully trained and ready to receive assignments.

1. Add them to PCO Care Mentor Group.
2. Send them invites to monthly training and team gatherings.
3. Add them to any tracking forms or spreadsheets.

4. Setup their Google Drive folder (includes log, certificates, and required forms).
5. Assign them to a team and/or Coach.
6. Email team letting them know about their new team member.

ONBOARDING CHECK-INS:

1. 2 Month Check-In
2. 6 Month Check-In
3. Annual Review

ONGOING OVERSIGHT:

1. Required: Monthly Topical Training (In-Person or Online)
 - a. Q/A option at the end of every training.
 - b. Attendance at 10/12 trainings is required
2. Optional: Monthly Relational Gathering
3. Access to Coach/Care Staff at all times.
4. Weekly check-ins with Coach/Care Staff.
5. 3 Year background checks.
6. Evaluations from mentees.
7. Annual Training
 - a. Required for all.
 - b. Training includes:
 - i. Suicide
 - ii. Ministry process/operations
 - iii. Being a leader at Bayside
 - iv. Vision updates and reminders

CARE MENTORING REQUEST WORKFLOW PROCESS

INITIAL CONTACT AND REVIEW OF REQUEST:

- 1) Connect with individuals to briefly touch base on the service provided and the needs they have. Explain the process and the forms that will be sent.
** People come to you via-referral, online request, care request, email, phone**
 - a) Care Staff call and assess minimally.
 - b) Explain process

- 2) Create "Care Request Form" (*Unless Already Created - Generates Care Request Workflow*)
 - a) Insert calls, emails, info, etc into notes.
 - b) Continue communication within Care Request Workflow
 - c) WITHIN WORKFLOW: Send required forms via "Care Consent and Release of Information" Email Template
 - i) "Care Mentor Request Intake Form"
 - ii) "Care Consent For Pastoral Care"
 - iii) "Care Honor Policy"
 - d) "Complete Step" via button in Care Request Workflow

3 DAY FOLLOW-UP:

- 3) Vetting Phone Call (*Once forms are submitted*):
Lakewood Ranch Lead Coach does this
Lead coach will have access to PCO to review intake forms and information.
 - a) Use intake form as a guide.
 - b) Vet for issue at hand, goals, depth of problems, resource options, Groups, connection to the church, Care Plan.
 - c) NOTE - If Care Mentoring is not the best route of care.
 - i) Provide support and direction for the appropriate care support options. (Counseling, My Freedom, programs, community referral. etc.)
 - ii) Follow-up in 1 week and then 1 month to ensure connection was made to support.

- 4) Care Mentor Assignment
 - a) Assign the mentee to a Care Mentor or send to Care Mentor Coach for assignment (check campus specific assignment process).
 - b) Share with the coach or the Care Mentor team member the information you have gathered. Also share the individuals contact information so they can set up a time to meet.
 - c) WITHIN WORKFLOW: Send "Care Mentoring at Bayside - Welcome!" Email Template

- d) Enter note in the Care Request Workflow card in PCO.
- e) "Complete Step" via button in Care Request Workflow
- f) NOTE - If the mentee does not return forms or declines Care Mentoring:
 - i) Use the "Remove from workflow" button to remove from workflow.
 - ii) Enter a closing note in the Care Request Workflow card in PCO.

1 WEEK FOLLOW-UP:

- 5) 1 Week Follow-Up
 - a) WITHIN WORKFLOW: Send "Care Mentoring - 1 week Follow up" Email Template to mentee.
 - b) Check-in with the assigned Care Mentor for an update.
 - c) Enter note in the Care Request Workflow card in PCO.
 - d) "Complete Step" via button in Care Request Workflow
 - e) NOTE - If the mentee prematurely discontinues care mentoring at this stage:
 - i) Use the "Remove from workflow" button to remove from workflow.
 - ii) WITHIN WORKFLOW: Send "Care Mentor Evaluation" Email Template.
 - iii) Enter a closing note in the Care Request Workflow card in PCO.

1 MONTH FOLLOW-UP:

- 6) 1 Month Follow-Up
 - a) WITHIN WORKFLOW: Send "Care Mentoring - 1 month Follow up" Email Template to mentee.
 - b) Check-in with the assigned Care Mentor for an update.
 - c) Enter note in the Care Request Workflow card in PCO.
 - d) "Complete Step" via button in Care Request Workflow
 - e) NOTE - If the mentee prematurely discontinues care mentoring at this stage:
 - i) Use the "Skip this step" button to complete the workflow card.
 - ii) WITHIN WORKFLOW: Send "Care Mentor Evaluation" Email Template.
 - iii) Enter a closing note in the Care Request Workflow card in PCO.

FINAL STEP FOR CARE MENTORING:

- 7) Final Step For Care Mentoring
 - a) Hold workflow at this step until Care Mentoring is completed (Usually around 4 more weeks.).
 - b) Check-in with the assigned Care Mentor for an update.
 - c) WITHIN WORKFLOW: Send "Care Mentor Evaluation" Email Template.
 - d) Enter note in the Care Request Workflow card in PCO.
 - e) "Complete Step" via button in Care Request Workflow

APPENDIX A: 1ST INTERVIEW GUIDE

First Interview Scope and Objectives:

- Allow potential volunteers to share their story, testimony, and background with mental health.
- Assess why potential volunteers are interested in this team.
- Assess potential volunteer's general knowledge about this team.
- Share vision, clarity, big picture of this team.
- Share general expectations, commitment, and requirements.

First Interview Format:

- Introductions (If Applicable)
- Explain Interview Format
- Pray
- Introduce Ministry and Care Mentor Job Description
- Ask Questions
- Explain Next Steps

First Interview Required Questions:

- What led you to want to be a member of this team?
- Tell me about your salvation story?
- What is your church history? (i.e. serving, leading, worship)
- What is prayer to you and what role does prayer have in your life?
- Who is the Holy Spirit to you?
- Would you say you are a natural encourager?
- Are you currently walking through anything (no need to share specifics) that may emotionally, mentally, or spiritually hinder you from being able to pour out and hold someone else up?
- Are you able to commit to 40 hours of training and continued education training?
- Can you respond promptly to text, emails, and phone calls within 24-48 hours?
- Can you keep logs up to date after meeting with someone?

First Interview Next Steps:

- Thank potential volunteers for their time
- Explain someone will be following up with them within 3-5 days
- Give them contact information of someone they can follow up with if they have questions
- Review interview with applicable Care Staff members.
- Schedule a second interview with Care Staff if moving forward.

APPENDIX B: 2ND INTERVIEW GUIDE

Second Interview Scope:

- Assess potential volunteer's spiritual, mental, emotional stability.
- Assess potential volunteer's understanding of spiritual disciplines, doctrine, and personal prayer life.
- Gain insight on how potential volunteer's handle crisis situations and interpersonal issues.
- Consider how potential volunteers will impact the synergy of the Care Mentor Team.

Second Interview Format:

- Introductions (If Applicable)
- Explain Interview Format
- Pray
- Ask Questions
- Explain Next Steps

Second Interview Required Questions:

- Tell me about an encounter you have had with the Lord that changed your life forever.
- Tell me about a life situation God helped you overcome through counseling or mentoring.
- Tell me about your personal support system. In what ways do these relationships help keep you healthy physically, emotionally, and spiritually?
- What would be some emotional triggers you experience? How do you handle those?
- Is there anything in your life currently that you need encouragement or counsel in?
- How confident are you in guiding someone through biblical counsel?
- What are your thoughts on God as our healer?
- What are your thoughts on the role of medical interventions for mental health disorders?
- Are you prepared to report a suicide attempt or plan, if you are trained in how to do so?
- Are you prepared to report the abuse of vulnerable people (children, elderly, disabled), if you are trained in how to do so?
- How comfortable are you in discussing other people's personal pain? (i.e. sexual addictions, sexual orientation (LGBTQ+), drug use, mental illness, infidelity, grief, anxiety, depression, unforgiveness, trauma, crisis?)
- Are you willing to pray and fast for one week regarding your involvement in this team prior to making a final decision?

Second Interview Next Steps:

- Thank potential volunteers for their time
- Explain someone will be following up with them within 3-5 days
- Give them contact information of someone they can follow up with if they have questions
- Review Interview with all applicable Lead Coach/Coaches.
- Begin prayer and fasting if moving forward.

APPENDIX C: EMAIL TEMPLATES

“Care Consent and Release of Information” Email Template

Dear {{ to.first_name }},

Thank you for talking with me today and for your interest in Care Mentoring at Bayside. We are honored to walk alongside you in this important season of your life. The following forms are part of the next step of your Care journey. (Please complete all forms.)

[Consent for Pastoral Care](#)
[Care Release of Information](#)
[Honor Policy](#)
[Care Mentor Request - Intake Form](#)

A member of our Care Team will be in touch with you once we have received the completed forms. Please reach out to us if you have any questions!

Blessings,

Care Ministry Team
Bayside Community Church

“Care Mentoring at Bayside - Welcome!” Email Template

Hello {{ to.first_name }},

Thank you for taking the courageous step in reaching out and getting support during this time. You are never meant to do life alone and we want you to know that your church is here for you. We believe that God is working in your life and we look forward to working with you as He guides you into healing and wholeness.

Your Care Mentor has been given your contact information and will connect with you within 24-48 hours from the time you receive this email.

In your upcoming sessions you can expect for your Care Mentor to provide mental, emotional, and spiritual support. Your Care Mentor is there to listen and help guide you through your difficult season. Care Mentor’s are nationally certified through the AACC (American Association of Christian Counselors) as Mental Health Coaches. Although they are not licensed counselors they are thoroughly trained to guide you and help you discover the path God has for you.

We are praying for you and are here to help. If you do not hear from your Care Mentor in the next 48 hours, please call your Care Staff at (941)-755-8600.

Thank you again for reaching out, we look forward to seeing how God moves in your life.

Blessings,

Care Ministry Team
Bayside Community Church

“Care Mentoring - 1 Week Follow Up” Email Template

Hello {{ to.first_name }},

I wanted to reach out to see if you and your Care Mentor have been able to set up a time to meet? If you have any questions, please do not hesitate to reach out.

Thank you for allowing us to come alongside you during this time.

Blessings,

Care Ministry Team
Bayside Community Church

“Care Mentoring - 1 Month Follow Up” Email Template

Hello {{ to.first_name }},

I wanted to check in to see how your sessions have been going with your Care Mentor? Have you found these sessions helpful? Is there anything else we can do for you?

Blessings,

Care Ministry Team
Bayside Community Church

“Care Mentoring Evaluation” Email Template

Hello {{ to.first_name }},

Thank you for allowing us to help you during this time. It is our prayer and hope that you were able to find healing and guidance in your sessions with your Care Mentor. We would ask that you please take a moment to fill out the closing evaluation form. This form helps us to know

what we are doing well and what we can do better. It is our desire to serve our church and the community with excellence, your evaluation will be very helpful to us.

[Care Mentoring Evaluation Link](#)

Thank you again for taking the courageous step in getting help. We want you to know that our Care Mentors are always available if you need help or guidance in the future. Thank you again for allowing us to walk with you. Many blessings to you as you move forward in all that God has for you.

Blessings

Care Ministry Team
Bayside Community Church

APPENDIX D: CARE MENTORING FORM LINKS

Intake: [Consent for Pastoral Care](#)

Intake: [Care Release of Information](#)

Intake: [Honor Policy](#)

Intake: [Care Mentor Request - Intake Form](#)

Closing: [Care Mentoring Evaluation Link](#)