



Welcome!

We're glad you are interested in learning more about Stephen Ministry and about serving our congregation as a Stephen Minister. This brochure will you become more informed about the ministry and the process of becoming a Stephen Minister.

If you haven't already done so, please provide your name and telephone number to one of Crossroads' Stephen Leaders (see below). A Stephen Leader will contact you soon to answer any questions you may have and to begin praying for you as you seek the Lord's will. Your Stephen Leader can also send you the Stephen Minister Application. **Applications must be submitted August 1, 2017.**

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Stephen Minister Job Description

Stephen Ministers are members of Crossroads Fellowship who are recruited, selected, trained, and commissioned to provide one-to-one lay caring ministry to persons in crisis or with other needs for care. They participate in Supervision Group twice a month. They initially commit to serve for two years including training and may renew their commitment.

► What Stephen Ministers Do

Defined clusters of activities make up a Stephen Minister's job description.

Pray

Stephen Ministers pray daily for their care receivers and strive to worship God always in word and deed. They reveal the love of God to those who most need to see it.

Care for the Care Receiver

Stephen Ministers are assigned to care receivers – people in crisis who need caring support. Stephen Ministers care for those in moderate difficulties. The Stephen Minister's care helps the care receiver resolve the difficulty and achieve growth.

Most Stephen Ministers meet once a week with their care receivers for about an hour at a time. They may also check in with the care receiver by telephone, particularly when the care receiver is going through a difficult time.

Stephen Ministers use special skills to care for their care receivers. Among the most important are the following:

Listening. Most care receivers need someone simply to listen – really listen – as they talk through their difficulties.

Dealing with feelings. Stephen Ministers reflect the care receiver's content, feelings, and ideas and ask open-ended questions to help the care receiver recognize, express, and accept his or her feelings.

Sharing distinctively Christian caring resources. Stephen Ministers may share a prayer, a Bible verse or story, or other caring gesture that the care receiver would welcome.

Remaining process-oriented. Stephen Ministers do not try to fix the care receiver or his or her problems; they focus on the process of caregiving and rely on God to achieve results.

Relating assertively. Stephen Ministers respect both the needs of the care receiver and their own needs as well.

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Maintaining boundaries. Stephen Ministers set appropriate boundaries in the caring relationship, helping the care receiver remain as independent as possible while being there for the care receiver as needed.

Recommending professional care when necessary. Stephen Ministers are not trained to care for those who are suicidal, severely depressed, abusive, or homicidal, or who are abusing drugs or alcohol. If Stephen Ministers recognize that their care receiver's needs exceed the care they are able to provide, they see that the care receiver receives professional care.

Maintain Confidentiality

Stephen Ministers understand that confidentiality is crucial in any caring relationship. The care receiver needs to know that what he or she says to the Stephen Minister will remain in confidence. Stephen Ministers maintain confidentiality and encourage other Stephen Ministers to do the same.

Help Identify People in Need of Stephen Ministry

Stephen Ministers act as ministers of referral, helping to find people who would benefit from the care of a Stephen Minister.

Participating in Twice-Monthly Supervision and Continuing Education Sessions

Stephen Ministers participate faithfully in Small Group Peer Supervision and continuing education, coming prepared to every supervision session unless illness or emergency makes attendance impossible. Supervision provides Stephen Ministers with support, guidance, and accountability for their caring relationships. There are no unsupervised Stephen Ministers.

Help the Congregation Understand and Appreciate Stephen Ministry

Through their service, Stephen Ministers help the congregation appreciate Stephen Ministry and encourage members to become ministers of referral who help those in crisis receive the care they need.



How the Congregation Supports the Stephen Minister

Training

Through its trained Stephen Leaders, the congregation supplies Stephen Minister 50 hours of training for this ministry before they are assigned a care receiver, and further supplies continuing education twice monthly as long as the Stephen Ministers serve. The training is comprehensive, and Stephen Ministers can feel confident in their skills for this ministry.

Commissioning

The congregation formally commissions Stephen Ministers at one or more worship services. This allows the community to recognize their efforts, affirm and support their ministry, and pray for them as they begin their caring ministry.

Supervision

Small Group Peer Supervision provides Stephen Ministers with encouragement and assures that no Stephen Minister will ever have to carry the responsibility for his or her care receiver all alone.

Prayers

Stephen Ministers rely on the prayers of the congregation for keeping God's presence foremost in their caring ministry. Sometimes the going will be tough for both caregivers and their care receivers; the Stephen Ministers will need the additional support of knowing that others are lifting their needs as caregivers to God in prayer.

Stephen Leaders

By accepting Stephen Ministry as part of its overall ministry, a congregation agrees to supply the resources that allow for the training of Stephen Leaders. These Stephen Leaders in turn provide guidance for Stephen Ministers. They train them and ensure that the Supervision and continuing education sessions progress smoothly. They are available to consult with Stephen Ministers when they have questions, face challenges, or suspect that the care receiver's needs exceed the care they are able to give. Stephen Leaders offer support, advice, and affirmation to the Stephen Ministers and ensure the smooth operation of Stephen Ministry at Crossroads.

Benefits, Qualifications, & Commitment

▶ **Benefits**

You will learn many skills that will be valuable in your personal life as well as in your Stephen Ministry. You will also be blessed tremendously with the satisfaction of helping another person. Finally, you will experience such joy as you share with and encourage your fellow Stephen Ministers.

▶ **Qualifications**

Stephen Ministers must be Crossroads Members in good standing. Stephen Ministers may not be under age 18. Stephen Ministers typically have spiritual gifts of Faith, Mercy, Teaching the Faith, Encouragement, and Knowledge. Stephen Ministers must be able to maintain strict confidentiality.

▶ **Commitment**

Stephen Ministers must commit to serve for two years including the initial training period. Stephen Ministers must commit to attending the initial 50 hours of training, twice-monthly Supervision Groups, and continuing education sessions. Stephen Ministers must also be committed to meeting regularly with and caring for their care receiver.

Application Process

▶ **Application Steps**

1. You're already doing Step 1! Please review this brochure. Make notes of any questions you would like to ask your Stephen Leader or areas in which you would like more information.
2. If your Stephen Leader has your name and telephone number, then you will be contacted very soon for an informal Question and Answer Session. If you think a Stephen Leader does not have your contact information, please see the Stephen Leader Contacts section on back to contact a Stephen Leader.
3. After the Q&A session with your Stephen Leader, you will need to decide if you would like to continue with the application process by requesting a Stephen Minister Application and *Uniquely You* assessment.
4. Complete the entire Stephen Minister Application. Please complete all sections. Contact your Stephen Leader if you have any questions.
5. Your application and assessment must be submitted by **August 1, 2017**. This material may be hand delivered to your Stephen Leader, mailed directly to Crossroads Fellowship, attention: Stephen Ministry, 2271 E. Millbrook Road, Raleigh, NC 27604, or emailed to Stephen.ministry@crossroads.org.
6. Complete your interview at the scheduled time and place! This is the fun part! Be yourself and we'll seek the Lord's direction together.
7. The Stephen Leaders will work faithfully to determine, based on all the information at our disposal, if each candidate is a good fit with Stephen Ministry. We know that God has given every Christian gifts to use and we will work with each candidate to explore other possibilities if Stephen Ministry is not a good match. Stephen Leaders may determine that a second interview is needed in order to make a proper decision.



► Important Notes

- The number of seats in our Stephen Minister training class will be limited. Please submit your application as early as possible.
- Always feel free to contact a Stephen Leader regarding any question you may have during the application process. We are here to serve you.
- Training classes will be held each Tuesday evening from September 5, 2017 through mid February, 2018. Class time is 6:00 to 8:30 PM. Additionally there will be two Saturday training classes.
- **Applications are due by Aug, 1, 2017.**

Stephen Leader Contacts

Please feel free to be in touch with
Any of the people listed below.
We welcome questions and input.

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