

Lifeline Chaplaincy

Role Description for Pastoral Care Volunteers

Lifeline Chaplaincy is a ministry of the Churches of Christ serving designated hospitals in Houston and Dallas. Our mission statement reads:

Dedicated to providing compassionate support to the seriously ill, their families and caregivers, and to being an educational resource for crisis ministry.

Lifeline pastoral care volunteers provide spiritual support to Church of Christ patients through visitation, prayer, active listening and encouragement.

Spiritual care volunteers serve in one of two capacities:

- Visiting Church of Christ patients in an assigned hospital one day per week. Typically, this involves a time commitment of approximately 2 hours, plus travel time. Visits are normally made during working hours.
- Providing communion to Church of Christ patients at an assigned hospital one or more Sundays per month.

In order to become a pastoral care volunteer, you must:

- Be a member of a congregation of the Churches of Christ.
- Complete the “Creating a Healing Community” Workshop, which serves as the basic training course for Lifeline volunteers. This course is an intensive 17-hour workshop held over a weekend.
- Be interviewed by a Lifeline chaplain.
- Complete approximately 10 hours of additional training, hospital orientation and under-instruction visitation with a Lifeline chaplain or designated representative.
- Complete a hospital-sponsored volunteer orientation course in hospitals where that is required.
- Obtain the appropriate badge and credentials for the assigned hospital. Lifeline will assist you in this process.

What Lifeline asks of volunteers:

- That you fulfill your commitment to visit your hospital according to the schedule you agree to – or to inform Lifeline in a timely manner if you are unable to do so, so that alternative coverage can be arranged.
- That you inform Lifeline of any situations or needs you encounter that you believe require follow-up.
- That you obey all hospital regulations and instructions from hospital staff members.
- That you dress and act in a manner appropriate to a professional environment.
- That you respect patients’ privacy and space.
- That you refrain from imposing your own views or agenda on the patients and families you serve.
- That you make statistical reports of your visits in a timely manner.

What volunteers can expect of Lifeline staff:

- Initial training and orientation.
- Continuing education opportunities.
- Ongoing prayer, encouragement and nurture for you in your ministry.
- Opportunities for fellowship and sharing with fellow volunteers.
- Paid parking.

For further information, call 713-524-1055 or 1-888-767-6363 or check our website, www.lifelinechaplaincy.org.