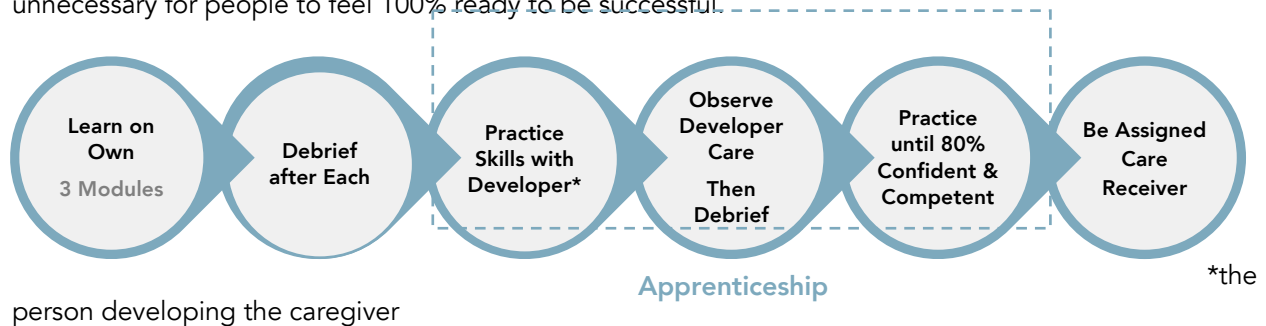




# One-on-One Caregiver Apprenticeship Overview

The purpose of an apprenticeship is to help a new Caregiver learn from someone experienced how to provide excellent One-on-One Care. The goal is to help the new volunteer **develop** to the point that **they feel** 80% confident and competent having and managing a care relationship. Like parenting, it's unnecessary for people to feel 100% ready to be successful.



The One-on-One Care Director (or overseeing pastor) debriefs with the new volunteer after each of the online training modules and books and then contacts an experienced volunteer to set up the apprenticeship. Let's refer to the experienced volunteer as the developer.

## Expected Topics & Skills

Below are topics and skills the new Caregiver is expected to learn before the apprenticeship ends. The Director or Pastor will tell the developer what areas to especially focus on to best support each new volunteer. The hope is that everyone, the leader, developer, and new volunteer, are working together to support the new volunteer's success. New volunteers are encouraged to be transparent throughout the experience about how they are feeling so that training can be as valuable as possible.

- Being process oriented vs. results oriented (Volunteer Starter Guide p. 5)
- Communicating care, e.g., tone, empathetic disposition, nonverbals (p. 5)
- Listening, e.g., reflective listening, asking effective questions to draw people out (p. 5-6)
- Speaking, e.g., confidentiality, when to speak and why (p. 6-7)
- Praying, e.g., with care receiver as way of caring, by oneself for guidance from God in care relationship (p. 8)

## Apprenticeship Experience

1. Developers take the lead in reaching out, setting up meetings, and figuring out the meeting details with new volunteers (when, where, which topic, how). It's fine to meet in person or online, e.g., using Zoom. The apprenticeship duration naturally varies from person to person. It works best to set up a regular meeting rhythm, e.g., 1-1.5 hrs. every couple of weeks, for the sake of learning retention. The expectation is that the new volunteer does whatever "homework" the developer suggests prior to the next meeting (e.g., reading a section of Volunteer Starter Guide, practicing reflective listening with co-workers, write down outstanding questions related to praying).
2. When the developer and new volunteer meet, they debrief chunks of the Volunteer Starter Guide, breaking it up as desired, and role play different skills and scenarios.



# One-on-One Caregiver Apprenticeship Overview

3. Then, the developer gets permission from their current care receiver to have the new volunteer join them for a Caregiver and care receiver meeting (online or in person); see the next section below. The new volunteer's job is to observe and learn. It's most helpful if the developer gives the new volunteer clear expectations in advance and 1-3 specific assignments (e.g., note examples of the developer using the skills listed above, practice demonstrating an empathetic disposition in nonverbals, say the closing prayer). Afterwards, the developer and new volunteer debrief learnings privately and identify what's best for the new volunteer to focus on developing further.
4. Throughout the apprenticeship, the new volunteer participates in team meetings and continues connecting with their developer until **the new volunteer** feels 80% confident and competent to have a care relationship assigned to them. (Caregiving is a little like parenting in that people may never feel 100% ready.)
5. If the developer agrees the new volunteer is 80% confident and competent, the developer lets the director/overseeing pastor know they can assign the new volunteer a care receiver. Ensure the new volunteer is told what to expect next. For example, sometimes the director/pastor may give other direction.

## Asking Care Receiver Permission to Have New Caregiver Join

It's healthiest for the developer to ask permission directly rather than via email or text. If you are the developer and unsure what to say, aim for something similar to this:

I hope you're benefiting from our time together. Our One-on-One Care team wants to walk alongside many others as well. To help a new caregiver on our team learn the ropes, we'd love to give him/her the opportunity to join one of our meetings. The volunteer has already had some training and understands the criticalness of things being kept confidential. You and I would connect as usual. The volunteer would observe. It would help him/her understand more of what happens in our meeting time together so they can do it themselves sometime with someone. Would you be okay with that once?

## Supporting the First Care Relationship

Although the apprenticeship is officially over, the new volunteer will likely have questions as they get started with their first care relationship. It's wise if the new volunteer preps with their developer before each of the first few meetings with the care receiver and debriefs after each.