



# One-on-One Care Director

## Apprenticeship Overview

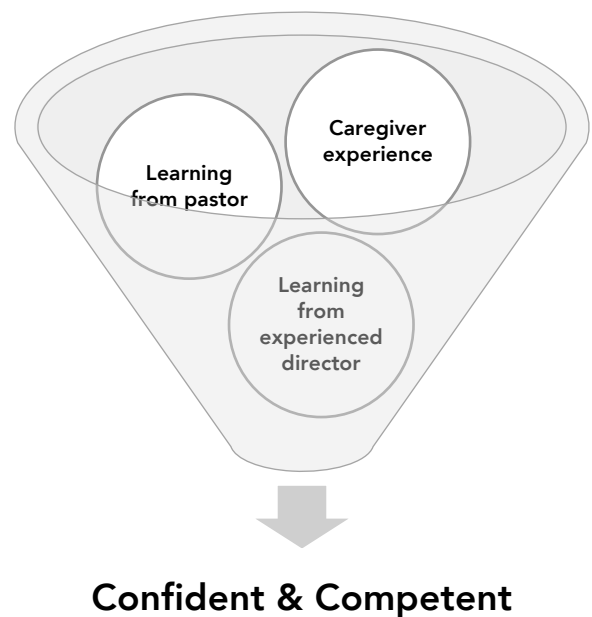
Potential directors apprentice under a pastor overseeing One-on-One Care and an experienced One-on-One Care director at another campus. Let's refer to the people developing the director as "developers." This resource is for any of those three people.

### The Goal

It's to develop the new director to the point that **they feel** confident and competent leading and developing a team. Before the apprenticeship, the new director should complete Caregiver training.

### Expected Topics & Skills

The blue items below are what the new director is expected to learn before the apprenticeship ends. The overseeing pastor should let the experienced director know what areas to especially focus on to best support the new director. The desire is for the developers and new director to work together to support the new director's success. New directors are encouraged to be open about how they are feeling, so training can be as helpful as possible.



**Casting Vision to a Team:** Growing in Godly Wisdom, Eagle Brook Wisdom, and Personal Wisdom

**Meeting with Pastor:** Ask your pastor about the topics below.

- Godly Wisdom, meaning connecting with God through prayer, the Bible, the Holy Spirit, and Christ-centered community related to leading this ministry.
- Eagle Brook Wisdom, meaning how One-on-One Care fits in Eagle Brook's Vision Culture.  
**Resource:** Closer Look class describes Vision Culture.
- Personal Wisdom, meaning spending time with God to pinpoint your strengths and growth areas related to character, chemistry, and competence and this position. After spending time with God, meet again with your pastor to pray and discern the best next steps.

**Ensuring Engaging Experiences for a Team:** Providing Relational Support and Relevant Information, Providing Encouragement and Guidance, Planning and Leading Team Meetings

- **Shadow:** Shadow a One-on-One Care director planning and leading a team meeting.



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Volunteers, please see staff for access to Resources listed. Most are only accessible by staff.

Building Transformational Relationships with Team Members: Learning Their Faith Story and Life Story, Assessing and Supporting Their Spiritual Growth, including Their Spiritual Gift)

**Resources:** Spiritual gift assessment on Eagle Brook's website, Ministry Guide's ChMS Spiritual Gifts Assessment Overview, Ministry Guide's Spiritual Gifts Descriptions

- **Shadow:** Shadow your pastor or another One-on-One Care Director having a one-on-one meeting with their volunteer.
- **Practice:** Learn two people's faith stories. Then talk with your pastor about what went well and what you might do differently next time.

Connecting and Communicating with Others (1:1s, Emails, Prayer Support): Down (Team Members), Up (Pastor), and Across (Other Directors)

**Resource:** Ministry Guide's One-on-One Guide for Leader with Volunteer

- **Assignment:** Email your pastor to get the names and roles of your peers (Prayer, Guest Experience, Groups, DivorceCare, GriefShare, Q180) so you can make a list for reference.
- **Case Study:** Review 2-3 emails your pastor or another One-on-One Care director sent to a volunteer team. Look for patterns. Then talk with your pastor about what you noticed. The goal is to walk away knowing how you want to shape your emails to your team.

### Onboarding and Training Caregivers

**Resources:** Ministry Guide's One-on-One Care Director Instructions, One-on-One Caregiver Instructions

- **Watch, Read, Discuss:** Watch the training videos in the One-on-One Care Director Instructions and Caregiver Instructions. Then, read those documents, and write down anything unclear. Meet with your pastor to debrief.
- **Practice** (*Do this after the "Meeting with Director" items in the Vetting section.*): Have your pastor submit a fake One-on-One Care request on Eagle Brook's One-on-One Care page. Then (you) log into [my.eaglebrookchurch.com](http://my.eaglebrookchurch.com) to process the request, including "practicing" the initial phone call with the potential Care Receiver and updating the system accordingly. Afterward, have the pastor ask the Campus Coordinator to delete the fake request.

### Vetting Care Receivers, Distributing Care Requests, and Ensuring Quality Care Experiences

**Resource:** Ministry Guide's One-on-One Care Director Instructions

- **Activity:** Visit [eaglebrookchurch.com/prayer](http://eaglebrookchurch.com/prayer) and review posted prayer requests. Select two that are a good fit for One-on-One Care and two that are not. Email the prayer posts to your pastor and get feedback on your choices.
- **Meeting with Director:**
  - Review the care request process. Ask about any denied One-on-One Care requests to understand how the situations were handled. Also, note how the director makes sure that quality care is happening.
  - Review the Caregiver training request process.



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### Apprenticeship Experience

1. The new director takes the lead in reaching out and setting up meetings (when, where—in-person or online). The developers take the lead in figuring out meeting topic(s). The apprenticeship length naturally varies from person to person. It works best to set up a regular meeting rhythm, e.g., 1.5 hrs. every couple of weeks, for the sake of learning retention. The new director is expected to complete any “homework” the developer mentions before the next meeting.
2. At times, the experienced director may need their leader’s approval for the new director to join meetings such as Director-Caregiver 1:1s or Caregiver team meetings. The new director’s job is to observe and learn. It’s helpful if the developer gives the new director expectations ahead of time and 1-3 specific assignments (e.g., note how vision is cast, encouragement is given, or spiritual growth is supported). Afterwards, the developer and new director debrief learnings and decide what the new director should continue developing.
3. Throughout the apprenticeship, the new director joins team meetings and stays connected with the developers until **the new director says** they feel confident and competent to lead a One-on-One Care team.
4. If the developers agree the new director is confident and competent, the pastor lets the new director know they’re ready to lead a team. The pastor explains the new director’s next steps or what to expect next.

### Supporting the First Few Months

Although the apprenticeship is officially over, the new director will likely have questions as they get started with their first few months of leading the team. It’s wise if the new director preps with one of their developers before each of the first few meetings (team mtgs. or 1:1s) and debriefs after each.