

Pastoral-Care Roles & Responsibilities Matrix

PASTORAL CARE MINISTRY MANUAL™ | DOMAIN 1 - LEADERSHIP, ROLES & PASTORAL SCOPE

RESOURCE 2
BINDER TAB 01

WHAT THIS RESOURCE DOES

This resource assigns pastoral-care responsibilities to the roles in your church. You do not have to remember Lesson 2. The roles,

WHEN YOU FINISH, EVERY ROLE SHOULD BE ABLE TO ANSWER:

What am I responsible for? • What do I support? • Who supports/holds me accountable?
What authority do I have? • Where does my role stop?

STEP 1 — Which of these roles exist in your church?

Check every role that currently participates in pastoral care. If your title is different, write it in an “Other” line.

Senior Pastor / Lead Pastor	Associate or Assistant Pastor
Pastoral-Care Pastor / Care Ministry Leader	Elder
Minister	Deacon / Deaconess
Small-Group or Ministry Leader	Pastoral-Care Team Member
Prayer or Altar Ministry Team Member	Church Administrator / Ministry Administrator
Volunteer Care Team Member	Chaplain or other church-specific care role

OTHER CHURCH-SPECIFIC ROLE(S)

Other role 1:

Other role 2:

Other role 3:

DO NOT ASSIGN RESPONSIBILITIES YET.

Step 1 only identifies the roles your church already has. On the next pages, we give you the pastoral-care responsibilities from Lesson 2. You will decide which responsibilities apply to your church and plug in the PRIMARY and SUPPORTING role(s).



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STEP 2 · Assign the responsibilities

For each responsibility: 1) mark whether your church does it, 2) name ONE primary role, 3) add supporting role(s) if needed.

PRIMARY = makes sure it happens. SUPPORTING = helps it happen.

1. Receive new pastoral-care requests

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

2. Make the first response to a care request

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

3. Determine who should provide the pastoral response

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

4. Provide prayer and spiritual support

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

5. Provide pastoral guidance or pastoral counseling within the church's established scope

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

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6. Provide grief and bereavement support

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role: **SUPPORTING role(s):**

Use the role titles you checked on Page 1. If no support is needed, write "None."

7. Make hospital, home, nursing-home, or other care visits

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role: **SUPPORTING role(s):**

Use the role titles you checked on Page 1. If no support is needed, write "None."

8. Respond when someone presents with an urgent or crisis concern

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role: **SUPPORTING role(s):**

Use the role titles you checked on Page 1. If no support is needed, write "None."

9. Consult with another church leader when a situation becomes more complex

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role: **SUPPORTING role(s):**

Use the role titles you checked on Page 1. If no support is needed, write "None."

10. Escalate concerns that require higher-level leadership

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role: **SUPPORTING role(s):**

Use the role titles you checked on Page 1. If no support is needed, write "None."

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11. Connect people with outside professional or community support when appropriate

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

12. Support a handoff or referral so the person is not simply given a phone number and left on their own

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

13. Follow up after pastoral care, crisis response, or referral

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

14. Complete pastoral-care documentation when required by the church

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

15. Protect confidential pastoral-care information according to church policy and applicable requirements

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

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16. Coordinate communication among appropriate members of the pastoral-care team

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

17. Provide supervision, consultation, or support to people providing care

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

18. Provide backup coverage when the usual care person is unavailable

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

19. Address concerns when pastoral care is missed, delayed, or handled outside the church's established process

☐ Yes - our church does this ☐ No - not part of our current pastoral care

PRIMARY role:

SUPPORTING role(s):

Use the role titles you checked on Page 1. If no support is needed, write "None."

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STEP 3 — Give every role a clear place to go for support and accountability

For each role you used on Pages 2–5, write who that role goes to for supervision, accountability, consultation, approval, or higher-level support. Do not invent a new role unless your church actually uses it.

EXAMPLE: Volunteer Care Team Member → Pastoral-Care Leader
This tells the volunteer exactly who to contact when guidance, support, or approval is needed.

ROLE:		GOES TO FOR SUPPORT / ACCOUNTABILITY:	
ROLE:		GOES TO FOR SUPPORT / ACCOUNTABILITY:	
ROLE:		GOES TO FOR SUPPORT / ACCOUNTABILITY:	
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ROLE:		GOES TO FOR SUPPORT / ACCOUNTABILITY:	

AUTHORITY CONNECTION — DO NOT REDO RESOURCE 1
Resource 1 already established who can decide, who must consult, and who must escalate. Here, simply confirm that the roles you assigned above match that authority structure.

☐ Confirmed: the role assignments in Resource 2 are consistent with our Resource 1 decision-authority structure.



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STEP 4 — Review the common role limits

This page is a reference list. You do not write anything here. Review the nine common role limits below. In Step 5, decide which limit(s) apply to each role and write the actual approved limit language on that role's final card.

COMMON ROLE LIMITS FROM LESSON 2

- | | |
|----------------|---|
| LIMIT 1 | Decision is outside this role's assigned authority. |
| LIMIT 2 | Need is outside this role's assigned pastoral-care responsibility. |
| LIMIT 3 | Situation requires training or competency this role does not have. |
| LIMIT 4 | Safety, abuse, suicide, violence, or another crisis concern requires the church's established response process. |
| LIMIT 5 | Situation requires professional care or another type of outside support. |
| LIMIT 6 | Confidential information must be handled beyond what this role permits. |
| LIMIT 7 | Complexity requires consultation or a higher level of leadership. |
| LIMIT 8 | Amount, frequency, or duration of care exceeds what this role is expected to provide. |
| LIMIT 9 | Care provider's availability or capacity no longer allows responsible continuation. |

HOW TO USE THIS LIST IN STEP 5

For each role card, choose the limit(s) that apply and write the actual limit language—not just the number. Add a church-specific limit only if your church needs one that is not already listed.



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STEP 5 — Create the final role cards for your binder

Transfer the decisions you already made. Do not make new assignments here.

ROLE / TITLE = Step 1 • PRIMARY + SUPPORTING RESPONSIBILITIES = Step 2

SUPPORT / ACCOUNTABILITY ROLE = Step 3 • ROLE LIMIT(S) = Step 4 reference list

BINDER-READY PAGE

PASTORAL-CARE ROLE CARD 1

ROLE / TITLE:

SUPPORT / ACCOUNTABILITY ROLE:

PRIMARY RESPONSIBILITIES:

SUPPORTING RESPONSIBILITIES:

ROLE LIMIT(S):

PASTORAL-CARE ROLE CARD 2

ROLE / TITLE:

SUPPORT / ACCOUNTABILITY ROLE:

PRIMARY RESPONSIBILITIES:

SUPPORTING RESPONSIBILITIES:

ROLE LIMIT(S):

PASTORAL-CARE ROLE CARD 3

ROLE / TITLE:

SUPPORT / ACCOUNTABILITY ROLE:

PRIMARY RESPONSIBILITIES:

SUPPORTING RESPONSIBILITIES:

ROLE LIMIT(S):



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BINDER-READY PAGE

PASTORAL-CARE ROLE CARD 4

ROLE / TITLE:

SUPPORT / ACCOUNTABILITY ROLE:

PRIMARY RESPONSIBILITIES:

SUPPORTING RESPONSIBILITIES:

ROLE LIMIT(S):

PASTORAL-CARE ROLE CARD 5

ROLE / TITLE:

SUPPORT / ACCOUNTABILITY ROLE:

PRIMARY RESPONSIBILITIES:

SUPPORTING RESPONSIBILITIES:

ROLE LIMIT(S):

PASTORAL-CARE ROLE CARD 6

ROLE / TITLE:

SUPPORT / ACCOUNTABILITY ROLE:

PRIMARY RESPONSIBILITIES:

SUPPORTING RESPONSIBILITIES:

ROLE LIMIT(S):

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FINAL CHECK — Can someone use this without guessing?

Review the completed resource as if you were a new volunteer opening the binder for the first time. The person should be able to see who does what, who supports whom, and where each role stops.

☐ Every pastoral-care responsibility that applies to our church has ONE primary role.

☐ Supporting roles are named where help is needed.

☐ We did not assign a responsibility to a role simply because of its church title.

☐ Every role knows who provides supervision, accountability, consultation, or higher-level support.

☐ Our role assignments match the decision-authority structure established in Resource 1.

☐ Every role has clear limits for when it must stop, consult, escalate, hand off, or involve another source of care.

☐ We addressed any responsibility that had two competing primary owners.

☐ We addressed any responsibility that had no role assigned.

☐ A new staff member or volunteer could read these completed pages and understand their pastoral-care role without guessing.

RESOURCE 2 COMPLETE

Your church now has a documented Pastoral-Care Roles & Responsibilities Matrix.

BINDER INSTRUCTION: Print completed pages 8-9 only and place them behind BINDER TAB 01 - Leadership, Roles, & Pastoral Scope.

Pages 1-7 are working pages. Page 10 is the final review checklist. Keep them with your internal records if desired.

Leadership Approval Signature: _____ Date: _____