

Organizational Pastoral-Care Scope Template

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

RESOURCE 3
BINDER TAB 01

WHAT THIS TEMPLATE DOES

This template establishes what pastoral care your church provides, which already-approved pastoral-care roles may provide each service, and what falls outside your church's organizational scope.

IMPORTANT

Resource 2 already established your church's pastoral-care roles. Do not create new roles here. When this template asks who is authorized to provide a service, copy the approved role title(s) from Resource 2.

CHURCH INFORMATION

Church / Organization Name

Approved By / Leadership Body

Effective Date

Review Date

BEFORE YOUR TEAM COMPLETES STEP 1

- 1 Review each service together as a leadership team.
- 2 Decide whether your church provides that service as part of pastoral care.
- 3 For every YES, describe what that service normally includes at your church. Do not leave the service description to individual preference.
- 4 Copy the authorized role title(s) from your completed Resource 2.
- 5 State any conditions that affect delivery, such as staff availability, trained-provider availability, location, scheduling, or resources available at the time of the request.
- 6 Your goal is a shared standard: people with similar needs should receive a substantially consistent pastoral-care response rather than a different experience depending only on whom they approach.

THE CONSISTENCY RULE

Your church is not promising that every person will receive identical care in every circumstance. It is establishing what the church normally provides, who may provide it, and the conditions that affect availability so similar situations are handled by the same organizational standard.

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STEP 1 - SERVICE 1 OF 6

1. Prayer and spiritual guidance

Prayer, spiritual encouragement, Scripture-based support, and spiritual guidance.

DOES OUR CHURCH PROVIDE THIS AS PASTORAL CARE?

YES

NO

IF YES: WHAT DOES THIS SERVICE NORMALLY INCLUDE AT OUR CHURCH?

Write the specific pastoral-care actions your church has agreed are normally included. Keep the description practical.

WHO IS AUTHORIZED TO PROVIDE THIS SERVICE?

Copy the approved role title(s) from Resource 2 - Pastoral-Care Roles & Responsibilities Matrix.

WHEN IS THIS SERVICE AVAILABLE?

Check every condition your church wants people to understand.

Based on availability of authorized staff / volunteers at the time of the request

Based on resources available to the church at the time of the request

Based on the church's approved schedule / response times for this service

Based on location or access requirements for this service

Other approved condition:

SERVICE-SPECIFIC LIMIT OR CONDITION

If there is a limit people should know before offering this service, write it here. If none, write N/A.

QUICK CHECK BEFORE APPROVAL

Could a volunteer read this page and know what the church provides, who may provide it, and when it is available?

If not, make the service description or conditions more specific before leadership approves it.

STEP 1 - SERVICE 2 OF 6

2. Grief and bereavement support

Pastoral support following death, loss, grief, or bereavement.

DOES OUR CHURCH PROVIDE THIS AS PASTORAL CARE?

YES

NO

IF YES: WHAT DOES THIS SERVICE NORMALLY INCLUDE AT OUR CHURCH?

Write the specific pastoral-care actions your church has agreed are normally included. Keep the description practical.

WHO IS AUTHORIZED TO PROVIDE THIS SERVICE?

Copy the approved role title(s) from Resource 2 - Pastoral-Care Roles & Responsibilities Matrix.

WHEN IS THIS SERVICE AVAILABLE?

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Based on resources available to the church at the time of the request

Based on the church's approved schedule / response times for this service

Based on location or access requirements for this service

Other approved condition:

SERVICE-SPECIFIC LIMIT OR CONDITION

If there is a limit people should know before offering this service, write it here. If none, write N/A.

QUICK CHECK BEFORE APPROVAL

Could a volunteer read this page and know what the church provides, who may provide it, and when it is available?

If not, make the service description or conditions more specific before leadership approves it.

STEP 1 - SERVICE 3 OF 6

3. Hospital and home visitation

Pastoral-care visits for people who are hospitalized, homebound, ill, or recovering.

DOES OUR CHURCH PROVIDE THIS AS PASTORAL CARE?

YES

NO

IF YES: WHAT DOES THIS SERVICE NORMALLY INCLUDE AT OUR CHURCH?

Write the specific pastoral-care actions your church has agreed are normally included. Keep the description practical.

WHO IS AUTHORIZED TO PROVIDE THIS SERVICE?

Copy the approved role title(s) from Resource 2 - Pastoral-Care Roles & Responsibilities Matrix.

WHEN IS THIS SERVICE AVAILABLE?

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Could a volunteer read this page and know what the church provides, who may provide it, and when it is available?

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STEP 1 - SERVICE 4 OF 6

4. Short-term pastoral counseling

Time-limited pastoral counseling focused on spiritual, relational, or life concerns within the church's approved pastoral-care scope.

DOES OUR CHURCH PROVIDE THIS AS PASTORAL CARE?

YES

NO

IF YES: WHAT DOES THIS SERVICE NORMALLY INCLUDE AT OUR CHURCH?

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WHO IS AUTHORIZED TO PROVIDE THIS SERVICE?

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STEP 1 - SERVICE 5 OF 6

5. Initial crisis support

The immediate pastoral response your church is prepared to provide when a person is in an urgent or potentially unsafe situation while the appropriate crisis, emergency, safeguarding, or professional response is activated when needed.

DOES OUR CHURCH PROVIDE THIS AS PASTORAL CARE?

YES

NO

IF YES: WHAT DOES THIS SERVICE NORMALLY INCLUDE AT OUR CHURCH?

Write the specific pastoral-care actions your church has agreed are normally included. Keep the description practical.

WHO IS AUTHORIZED TO PROVIDE THIS SERVICE?

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STEP 1 - SERVICE 6 OF 6

6. Support before, during, or after a professional referral

Continued appropriate pastoral or spiritual support when another professional or service is also involved.

DOES OUR CHURCH PROVIDE THIS AS PASTORAL CARE?

YES

NO

IF YES: WHAT DOES THIS SERVICE NORMALLY INCLUDE AT OUR CHURCH?

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WHO IS AUTHORIZED TO PROVIDE THIS SERVICE?

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STEP 2 - DEFINE WHAT FALLS OUTSIDE YOUR CHURCH'S PASTORAL-CARE SCOPE

Check the limits that apply. Add a church-specific limit only when needed.

Specialized professional treatment

Pastoral care is not presented as specialized mental-health, medical, legal, or other professional treatment.

Care beyond available competence or expertise

Appropriate professional or outside involvement is used when the need requires expertise the church's authorized pastoral-care providers do not have.

Care beyond available staffing, time, or resources

The church does not promise a level, frequency, duration, or type of care it cannot responsibly provide with the people and resources available.

High-complexity needs requiring additional professional involvement

Pastoral care may continue, but the church does not attempt to manage complex needs alone when additional professional support is appropriate.

Serious safety concerns requiring an appropriate outside response

Pastoral presence may continue while the appropriate crisis, emergency, safeguarding, or professional response is activated.

Care outside the services approved in this Resource 3

A need may matter deeply and still fall outside the pastoral-care services the church has formally approved.

OTHER CHURCH-SPECIFIC SCOPE LIMIT

Add another formally approved organizational limit if needed. Otherwise write N/A.

BINDER INSTRUCTION

After leadership approval, print all 8 completed pages and place Resource 3 behind BINDER TAB 01.

RESOURCE 3 · LEADERSHIP APPROVAL

Use this page to document leadership approval of the church-specific pastoral-care scope established in Resource 3.

Approved / Completed By: _____

Signature: _____

Approval Date: _____

Next Review Date: _____

Leadership confirmation: The church has reviewed the completed scope, agrees with the stated organizational limits and services, and will use this approved scope when determining whether pastoral care is appropriate.