

Volunteer Chaplaincy

Business and Industry

For more information on establishing a volunteer chaplaincy ministry in business or industry, contact your associational Missions Development committee, church Missions Development council or write to:

Chaplaincy Division
Home Mission Board, SBC
1350 Spring St., NW
Atlanta, GA 30367-5601

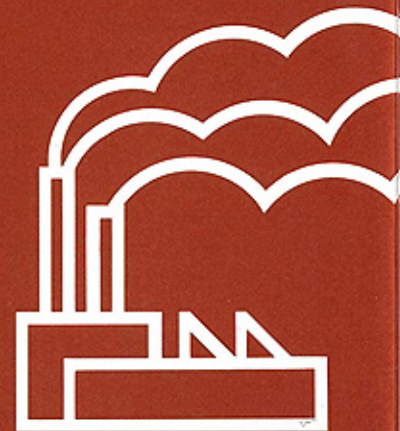
Chaplaincy Division



HOME MISSION BOARD, SBC
1350 Spring St., NW
Atlanta, GA 30367-5601

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Records established by chaplains serving in large and small companies across the nation and around the world prove there is a real need for chaplaincy-type ministries in business and industry.

Volunteer chaplains perform valid and effective ministry when carefully selected and trained and when community agencies and institutions cooperate to make the ministry work.

These suggestions are offered as a guide in developing a volunteer chaplaincy ministry in a business or industry.

Developing a Chaplaincy Ministry

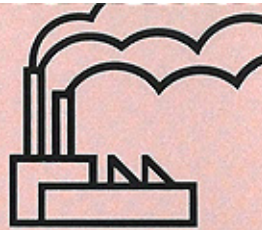
Planning: The Associational Missions Development council should explore opportunities and needs for volunteer chaplaincy ministries. The Chaplaincy Ministries Project Director, with interested pastors and staff persons in the association should meet with managerial and supervisory people in business and industry.

A committee of persons from business and industry and from the association should be formed. This committee may be enlarged to include interested laypersons.

Organization: This committee should organize a dinner meeting, inviting ministers and representatives from business and industry. Each minister should be given the name of a business or industrial executive that may be personally invited as a guest. The dinner meeting provides opportunity to present objectives, methods and desired results of a volunteer chaplaincy ministry. Time should be given for discussion. Keep it positive. Brainstorm possibilities of such a ministry.

Workshop: When the idea has been properly endorsed and opportunity for ministry is open, the planning committee should arrange for a workshop for participants. The workshop should cover subjects such as pastoral counseling, handling crises, business-industrial etiquette, use of resources from religious and welfare agencies in the community, and how and when to make referrals.

Only those who attend workshops should be used as volunteers in the chaplaincy ministry. It is advisable to have a workshop at least once and preferably twice each year. These workshops can serve as refresher courses for those active in



ministry or training for individuals moving into this ministry.

Leaders for workshops can be secured from clinical training centers, hospitals that employ well-trained chaplains as a part of their staff, and from chaplains serving full-time in the employment of business or industry.

Schedule of Work: A schedule should be worked out for those who serve as chaplains. Chaplains should be on duty for at least one week at a time. Serving for one day is ineffective. The chaplain who starts on Monday morning and continues throughout the week is able to sustain beneficial relationships, and this continuity is helpful.

Supervision: The chairman of the planning committee should become the chaplain supervisor. The supervisor should give a list of those serving as chaplains each week to telephone operators and receptionists of participating businesses and industries. Phone numbers of on-duty chaplains and the chaplain supervisor should be on this list also. The supervisor should be called if the on-duty chaplain cannot be reached. Telephone operators/receptionists should be kept informed of the whereabouts of on-duty chaplains when they are away from the business or industry.

Church Approval: A pastor, who serves as a volunteer chaplain, should have approval and a clear understanding with the church about participation. This allows the pastor to be relatively free from customary activities during the week of duty. Should an emergency make it impossible for a person to serve during the week assigned, arrangements should be made with another volunteer to exchange weeks. Then a notice of the change should be given to telephone operators/receptionists. It is disastrous for the volunteer chaplaincy ministry to have a "no show."

Records: Volunteer chaplains should keep an accurate record of their work. This can serve as a basis for evaluating the ministry. Chaplains may want to keep this record in duplicate. The chaplain supervisor can use the carbon copy to compile an annual report to institutions being served and sponsoring agencies. A suggested list of items to be included in the report are: number of new contacts, referrals, total contacts when a definite ministry was given; types of counseling given, such as family, marital or premarital; number of families ministered to; number of referrals from supervisory personnel or top management; number of religious commitments and/or professions of faith. Other pertinent data can be included, such as special events at Easter, Thanksgiving, Christmas; family-life classes; leadership groups and personality development classes.

Functions: Chaplaincy is a pastoral ministry, couched in a specialized setting, to meet specific needs. It is an extension of the church's pastoral ministry, an outreach of care and concern on the part of the religious community. The chaplain, whether an ordained clergyman or a lay minister, represents the love, concern, forgiveness and

acceptance of God. This person must be competent—not dealing superficially with a patient's fears, anxieties, personal or family problems, pain, life goals or feelings of guilt or loneliness.

The chaplain functions as pastor, priest, prophet, counselor, administrator, evangel, consultant and source of referral. Often the chaplain is a teacher and trainer in a variety of human enrichment groups.

The chaplain's interest and care will extend to all employees' needs, whether in the top echelons of management or in the lowest positions of labor.

Working harmoniously with management and supervisory personnel, the chaplain's work includes these responsibilities:

Chaplaincy visitation— This must be scheduled to avoid interference with production schedules and work routines. When possible, the chaplain should be seen in each area of the business or industry from time to time. Especially important are the chaplain's visits to those on "graveyard" shifts. Often they have needs that other workers do not have. Familiarity with the demands of each employee's job provides understanding of pressures and strains that are not always recognized by a casual, superficial visit.

Visits to hospitalized personnel afford opportunity for cementing relationships and opening doors to deeper levels of ministry. Pastors should always be notified when members of their congregations are hospitalized.

Visits to employees' homes should be by request only. If the individual has a pastor, the chaplain should notify the pastor of the need and the visit.

Ministry to the bereaved— Few, if any, crises are more intense than those that occur at the death of a loved one. With care not to supplant the family's pastor, the chaplain ministers in the home, in the funeral home and through follow-up visits in the work place. An understanding of emotional and psychological factors involved in the grief experience is imperative to a healing ministry. The chaplain should be qualified to speak with confidence, Christian faith, hope and the dignity befitting the occasion.

Pastoral counseling— In most cases, counseling sessions should be on a short-term basis. These may come during work hours, if satisfactory arrangements are made with supervisors. Appointments can be scheduled during break times, lunch hours or after-work hours in a suitable place for counseling, which affords a degree of privacy, is desirable.

It is at this point that the chaplain must be cautious and wise. Development of acceptable skills, in keeping with the pastoral role, is important. If the problem involves mental or emotional illness, or if it goes beyond the capability of the chaplain to handle, he should make a referral to the company physician, a psychiatrist or some other professional.

Interfaith relationships— The chaplain represents the religious community. This can be accomplished without surrendering personal doctrinal convictions. Chaplaincy should not be used as a denominational promotion scheme or as a platform for expounding distinctive doctrines.