Care Team Leader Training - An Overview

Effectively training the Team Leader is the key to creating independent Care Teams that will require minimal attention from you. The more you invest upfront and pour into these Team Leaders, the less maintenance you will encounter later. Additionally, when you spend the necessary time and energy equipping these volunteers, they will feel more confident and comfortable in their role.

On the following page, you will find a step-by-step guide, “Ten Simple Steps – Training Care Team Leaders”, to lead you through the Team Leader Training process.

Usually, the Team Leader will be selected during the Launch of the Care Team. At the Launch, once the Team Leader is chosen, immediately coordinate calendars and set up an hour meeting within the next two weeks for Team Leader Training. After the Launch, email the Team Leader to confirm the training meeting. In this email, please include the link and password to the Fostering Family Team Leader Training videos. The Team Leader will need to view this two-part video course before your training meeting. In preparation for the Team Leader training, make sure you have also viewed the Fostering Family Team Leader Training course and are familiar with it. You will also need to go to the Fostering Family Church Champion Portal to download the Team Leader Resource File, which includes all of the documents necessary for your in-person meeting. Make a copy of each document and put all of these into an envelope or file folder. At the Team Leader Training meeting you will first pray together and then answer any questions that arose from the video training course. You will then go through each document in the Team Leader Resource File and explain the purpose of each one.

Your training of the Team Leader continues over the next 4-6 weeks at a distance. Ensure that the weekly emails are being sent to the Care Team members (you should be cc’d on all of these) and that the appropriate information is being included. For the first 6 weeks, try to call the Team Leader about every two weeks to offer encouragement, prayer and assistance. After the initial 6 weeks, you have officially passed the baton on to the Team Leader and can now follow the monthly coaching protocol.

Ten Simple Steps – Training Care Team Leaders

1. It is best to train a Team Leader before the Meet & Greet, preferably within the week following the Launch.

2. Send the Team Leader the link to the Team Leader Training Video. This video MUST be watched before your arranged meeting. The video is approximately 30 minutes in length.

3. Placing in a file or envelope, prepare copies of all documents listed in the Team Leader Resource File to give to the Team Leader.

4. Arrange a time (one hour) for a face-to-face meeting with the new Team Leader to review all materials and answer questions resulting from the Team Leader Training Video recently watched.

5. Be sure to pray at the start of your meeting.

6. Begin by asking if there are any questions from the Team Leader Training Video.

(If the Team Leader has somehow not yet watched the video, you must view it together at this time.)

7. One by one, review each document in the file with the Team Leader and take note of items that may require follow-up later on.

8. At the close of the meeting (or during), send an email with all documents in the Team Leader Resource File attached. Also forward the information/preferences you have collected from the foster family to the Team Leader. (They will use this information when setting up the Online Calendar.) Now the Team Leader has these helpful documents in both an electronic copy as well as a hard copy.

9. Within one week of your Team Leader’s training, verify that the Care Calendar has been set up and be sure the Team Leader has sent you the Log-on credentials for that Online Calendar.

10. Check in with new Team Leaders by phone every two weeks for the first six weeks and then once monthly, offering support and troubleshooting any issues that arise.