

SERVING TOGETHER

A Guide to Roles in Community Care Ministries

At the heart of community care ministries (CCM) are dedicated volunteers who bring their God-given gifts, compassion and faith to life through acts of love and service. Whether offering spiritual care through visitation, supporting community outreach or sharing creative talents, every role in CCM contributes to a corps culture that reflects the hands and feet of Jesus in action.

This resource outlines key volunteer roles within CCM, clarifying responsibilities, identifying core skills and highlighting the spiritual significance of each position. Whether you are just beginning your journey of service or have been serving for years, these roles offer meaningful ways to live out our mission of loving God and loving others through practical care.

The Role of the CCM Co-Ordinator

Role overview

The CCM co-ordinator provides leadership and direction for community care ministries within a corps setting. As both organizer and spiritual guide, this individual ensures the ministry is rooted in the mission of The Salvation Army and tailored to meet the unique needs of both the congregation and the wider community. The co-ordinator equips and empowers volunteers, fosters partnerships and nurtures a caring corps culture.

This position also holds an important governance role within the corps: the CCM co-ordinator should serve as a **standing member of the senior pastoral care council (SPCC)**, ensuring CCM efforts are spiritually integrated, pastorally supported and aligned with the overall ministry direction of the corps.

Key responsibilities:

- **Ministry leadership:** Develop and implement a vision for CCM in collaboration with corps leadership, integrating visitation, outreach and acts of care that serve both internal and external communities.
- **Volunteer engagement:** Recruit, train and support CCM volunteers, creating a healthy team culture that reflects shared purpose and faith.
- **Ministry co-ordination:** Oversee schedules for visitation and events, provide regular communication to volunteers and ensure smooth delivery of all CCM activities.
- **Community connection:** Build partnerships with local organizations and identify opportunities for community engagement and outreach.
- **Administrative oversight:** Track participation, maintain visitation logs, report ministry outcomes and steward resources responsibly.
- **Spiritual leadership:** Centre the ministry in prayer and Scripture, ensuring CCM remains a place of spiritual nourishment for volunteers and those served.



Core skills:

- Visionary leadership and planning.
- Strong communication and relationship-building.
- Compassion and emotional intelligence.
- Administrative and organizational proficiency.
- Spiritual maturity and pastoral sensitivity.

Spiritual impact: As a bridge between the corps and community, the CCM co-ordinator ensures that care is both practical and prayerful, fostering a culture where Christ's love is known, shown and shared in tangible ways.

Forming a CCM Committee

Establishing a CCM committee can strengthen your corps' capacity for ministry by sharing leadership, encouraging collaboration and drawing on a wide range of gifts. While not required, a committee structure supports sustainability and shared accountability.

When formed, the CCM committee functions as a **sub-committee of the senior pastoral care council (SPCC)**, ensuring alignment with the spiritual direction and holistic care strategy of the corps. This structure reinforces CCM's integration into the broader life of the church and ensures it is supported with pastoral insight and leadership.

Even in smaller settings where a full committee may not be feasible, the goal remains the same: to serve with compassion, consistency, and care, whether through a co-ordinator, a small team or a wider network of volunteers.

Sample committee roles

- **CCM co-ordinator (chair):** Leads the committee, casts vision, and acts as primary liaison with corps leadership and SPCC.
- **Volunteer engagement lead:** Recruits, trains and supports volunteers, ensuring they are well-prepared for ministry.
- **Outreach and events lead:** Co-ordinates outreach activities, service projects and connections with the broader community.
- **Communications lead:** Manages internal updates, promotes CCM opportunities and celebrates volunteer contributions.
- **Spiritual care liaison:** Integrates spiritual support into CCM, ensuring volunteers and those served are nurtured in faith.
- **Administrative and finance support:** Tracks records, oversees budgeting and supports logistical planning and reporting.



Sample Volunteer Roles

The following section provides sample role descriptions to illustrate the diverse ways individuals can serve within community care ministries. These summaries offer a starting point for understanding each role's focus, responsibilities and spiritual impact. For more detailed volunteer descriptions, customizable templates and practical tools, visit corpsmission.ca.

Visitation volunteer: bringing presence and prayer.

Role summary: Provides one-on-one emotional and spiritual support through visits to seniors, house-bound individuals, hospitals or care facilities, offering prayer, conversation and compassionate listening.

Key tasks:

- Conduct regular visits to assigned individuals.
- Offer spiritual care through conversation, prayer and Scripture.
- Communicate any concerns to the CCM co-ordinator.

Ideal qualities: Compassionate listener, emotionally mature, comfortable with prayer and spiritual care.

Spiritual impact: Visitation volunteers embody the ministry of presence, offering comfort, dignity and a reminder that no one is forgotten.

Outreach volunteer: creating spaces of connection and welcome.

Role summary: Supports CCM outreach events and service projects by helping with setup, logistics and hospitality, ensuring community members feel seen, supported and valued.

Key tasks:

- Help organize and run CCM events and activities.
- Provide a warm and welcoming presence at events.
- Assist with setup, materials and other logistics.

Ideal qualities: Team-oriented, friendly, flexible, detail-focused.

Spiritual impact: By helping to create spaces of belonging, outreach volunteers reflect God's heart for hospitality and inclusion.



Prayer partner: supporting the ministry in spirit.

Role summary: Dedicates time to pray for CCM volunteers, those being served and the overall ministry, offering encouragement through both private prayer and, where appropriate, praying alongside others.

Key tasks:

- Commit to regular intercessory prayer for CCM.
- Offer prayer support during visits or events.
- Join CCM gatherings to provide spiritual encouragement.

Ideal qualities: Strong personal prayer life, empathetic, spiritually grounded.

Spiritual impact: Prayer partners anchor CCM in God's presence, reminding all involved that ministry flows from his love and power.

Specialized service volunteer: Using unique gifts to enrich care.

Role summary: Shares specific talents such as music, art, storytelling or cultural knowledge to build connection and bring joy to those served by CCM. These volunteers offer peer-based support that encourages engagement, comfort and community.

Key tasks:

- Use personal gifts and skills as part of CCM visits or group programs.
- Collaborate with the CCM co-ordinator to complement and enrich existing ministry offerings.
- Offer creative, relational experiences that foster connection, joy and a sense of belonging.

Ideal qualities:

Gifted in a particular area, creative, adaptable and relational; able to share talents in ways that encourage and uplift others.

Spiritual impact:

Specialized service volunteers reflect God's love through their presence and creativity, using their gifts to foster dignity, spark joy and deepen the relational impact of CCM.

Final Encouragement

Whether large or small, traditional or creative, every CCM role is an opportunity to participate in God's mission. Together, through our service, we bear witness to Christ's love and build communities where care, compassion, and connection thrive.

"Let your light shine before others, that they may see your good deeds and glorify your Father in heaven." (Matthew 5:16).