

Local Church Phone Ministry Setup Guidelines

Below are some guidelines for establishing a phone prayer ministry in your local church.

- Establish one or more phone lines for receiving calls. These may be:
 - > Existing church phone line(s).
 - > Existing church fax line(s).
 - > New church phone line(s).
 - > One or more cell phones. (Obtain cell phones that can be restricted to only receive calls [to avoid unauthorized usage], and turn off all automatic answering features.)

Note: Calls can usually be forwarded from a church line to volunteer homes or cell phones.

- Appoint a phone prayer ministry coordinator who will oversee volunteer appointments, orientation, scheduling, and reporting.
- Select volunteers to receive calls.
- Provide volunteer orientation using the “Phone Volunteer Guidelines” on the back of this sheet.
- Establish a call schedule. (*Note: Weekday evenings are generally the most active time for receiving prayer calls, so try filling these time slots first. Weekends are usually least active.*)
- Promote the phone number and hours the line is open using:
 - > Local newspapers.
 - > Church bulletins.
 - > Flyers mailed or hand-delivered.
 - > Church marquees.
 - > Radio/TV outlets.
 - > Area businesses.
- Use voice mail to capture prayer calls at times when no volunteers are available. Appoint a volunteer to listen to the requests and pray over them.

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Phone Volunteer Guidelines

- Spend time in spiritual preparation prior to taking calls.
- Answer calls by saying, “[Church name] Prayer Line, how may I pray with you?” or something similar.
- Initially request only the caller’s first name. However, if a caller prays for salvation and is open to follow-up, capture full contact information.
- Log names and requests on a computer or note pad. Turn in the completed call logs to the coordinator for review and follow-up.
- If a caller is in a crisis situation, take time to pray with them. Then encourage them to call 911 for emergency assistance if applicable, and/or contact your pastor or a counselor.
- Encourage callers without counseling or advising. Draw upon Scriptures that might apply to their circumstances. (A convenient Scripture Reference Guide can be found at www.prayer.ag.org.)
- Use discretion as to praying in tongues since some callers will not be from a Pentecostal background.
- Keep calls brief; 3 to 5 minutes is usually sufficient. Prayer need not be lengthy to be effective.
- If a caller persists in using obscene, vulgar, or abusive language, simply terminate the call. Take time, however, to pray for the caller afterward.
- Do not solicit funds from callers.

“The earnest prayer of a righteous person has great power and wonderful results.” James 5:16, New Living Translation



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