

LUTHERANS FOR LIFE POSITION DESCRIPTION

TITLE: **Word of Hope Hotline Volunteer**

POSITION SUMMARY

Hotline Volunteer:

Volunteers answer hotline calls, provide spiritual support, assess urgency, and determine the type of care (crisis intervention, referral, follow-up). Reports to the WOH Director.

ESSENTIAL CORE VALUES

1. Express a zeal and passion for dealing with the life issues that flow from the love of Jesus Christ.
2. A servant's heart based in the servanthood of Jesus Christ.
3. A member in good standing of a Lutheran congregation.
4. A commitment to the Biblical view of marriage and family (as instituted in Genesis 2:24).
5. A commitment to the Mission, Message, and Manner of Lutherans For Life as well as all position statements as listed on the Lutherans For Life website.

ESSENTIAL FUNCTIONS

1. Triage the needs of men and women who are contacting the telephone hotline regarding life issues.
2. Share the truth of God's forgiveness and grace with those contacting the hotline and in online or written materials.
3. Maintain appropriate records in the highest professional standards and confidentiality.
4. Engage in ongoing training/education to address life issues using biblically founded best practices.
5. Attend professional monthly meetings electronically as requested.

MARGINAL FUNCTIONS

1. Receive ongoing training on life issues and spiritual care as needed.

KNOWLEDGE, SKILLS, AND ABILITIES

- Lutheran doctrine and biblical principles, and how to apply them to life issues and daily living.
- Various religions/worldviews and their practices, and how to address them from a Lutheran viewpoint.
- Life issues, including scientific, social, and political dimensions.
- Lutherans For Life and its mission and vision.
- Professional standards of ethics and confidentiality.
- Knowledge of and skill in basic counseling, crisis intervention, and suicide prevention.
- Genuine compassion and desire to serve others and uphold life.
- Basic awareness of mental illnesses and mental health care.

EDUCATION

- Strong Lutheran catechetical foundation
- Lutheran theological training preferred

EXPERIENCE

- Some experience with imminent life issues (crisis pregnancy, post-abortive, end-of-life, suicide, doubting salvation, etc.).
- Applying Law and Gospel to life situations and practice in the spiritual care of others.

TIME COMMITMENT

- This is a volunteer position in 4-hour increments.
- On-call demands may include time on holidays, weekends, and after hours.