

JOB DESCRIPTIONS

I. Policies for the Volunteer

- A. Be a member in good standing with a congregation in fellowship with our Wisconsin Evangelical Lutheran Synod (WELS); for exceptions, see page 1.3: *Other volunteers*
- B. Believe that human life begins at conception
- C. Believe that premarital and extramarital sex are a sin
- D. Are in agreement with the purposes of WELS Lutherans for Life
- E. Attend counselor, hotliner, and receptionist in-service meetings as scheduled
- F. Continue to educate oneself in God's Word and pertinent life issues
- G. Be willing to express one's faith in God and show Christian love

II. Goals for the Volunteer

- A. Become a good listener
- B. Grow in your own faith through regular Bible study
- C. Be available to other volunteers
- D. Remember one another in prayer
- E. Encourage and uplift one another when called upon to do so

III. The Volunteer in Various Roles

- A. Hotliner
 - a. It is generally the practice of a WELS Lutherans for Life Pregnancy Counseling Center to publish a 24-hour telephone number. Through arrangements with the telephone company for call forwarding, or through specially purchased equipment, telephone calls may be forwarded to volunteer hotliners in the chapter. The hotliner receives the call, takes down the appropriate information, gives the appropriate instructions, and schedules the appointment for a counselor.
 - b. Training requirements
 - i. History of the chapter and center
 - ii. Cover material in chapter 3, I, "*Initial Contact with a Client Via Phone*" and in chapter 8, I, "*Phone Communication Skills*"
 - iii. Minimum of five role playing scenarios
 - iv. On-the-job training: receive a minimum of five hotlining calls
- B. Receptionist
 - a. The receptionist is responsible for carrying out the daily office work at the counseling center in an orderly and professional manner. Receptionists are expected to volunteer their time to best suit their schedules and then be responsible for working their chosen time slot. If a change is necessary, arrangements need to be made for a replacement and the change reported to the scheduler.
 - b. Training requirements
 - i. History of the chapter and center
 - ii. Cover material in chapter 3, II: *Initial contact with the client as she enters the center*
 - iii. On-the-job training: spend a minimum of two hours with an experienced receptionist
- C. Counselor
 - a. Policies
 - i. The counselor will volunteer time at the center to best suit her schedule and responsibly coordinate with the other counselors
 - ii. The counselor will strive to grow her Christ-like attitude of service by Bible study, prayer, and worship, as well as growth in understanding of God's will regarding life issues

- iii. The counselor will continue to educate herself by reading publications related to our services and by attending informational meetings and workshops
- iv. The counselor will follow all procedures established by the center and explained in the manual
- v. The counselor will provide whatever forms of education or services are necessary to help a woman make a God-pleasing, pro-life decision, including informing clients about help offered by other agencies
- vi. The counselor will make follow-up calls on clients
- vii. The counselor's goals while counseling include:
 - 1. Making the client aware of her spiritual needs by sharing the gospel
 - 2. Calming the client's anxiety by showing Christian love and concern, listening to her, and giving her the opportunity to express her worries and fears
 - 3. Adopt an attitude of accepting her but not her actions
 - 4. Judge actions in the light of Scripture; do not judge self-righteously
 - 5. Do not encourage the client to rationalize her sin
 - 6. Educating the client about pregnancy and abortion
- b. Training requirements
 - i. History of the chapter and center
 - ii. Cover material in chapter 4
 - iii. Fulfill Counselor Certification Guidelines
 - iv. Cover material in chapter 5, "*Evangelism*": instruction done by clergy

D. Center director

- a. Policies
 - i. The center director will develop a viable organizational structure to utilize volunteers in meeting the goals and objectives of the center. This structure will include screening, scheduling, and delegating tasks to volunteers.
 - ii. The center director will oversee counseling and all other services provided for clients.
 - iii. The center director will carry out all duties of the primary administrator of the center.
- b. Training requirements
 - i. There are no specific training requirements listed by the National Board in the Counselor Certification Guidelines (chapter 9) for a center director. It is advisable that the center director fulfill the training requirements of counselor and trainer, and has had counseling experience at the center.

E. Other volunteers

- a. Depending on the size of the center, additional volunteer positions may be necessary in order to facilitate an efficient operation. These other volunteers could include babysitters, maintenance personnel, transporters, etc. Following are two policies which apply to these volunteers.
- b. The necessity of membership in a WELS congregation does not apply to these volunteers, who are not involved in counseling.
- c. All volunteers are advised to avoid the types of conduct with clients which may be regarded by others as illegitimate conduct.