

CF Online Volunteer Guidelines

General conversation

- Online conversation should be gentle, friendly and respectful.
“Always be prepared to give an answer to everyone who asks you to give the reason for the hope that you have. But do this with gentleness and respect.”
- Those who are intrusive, arguing, profane, etc., be kind and offer to pray for them. If they persist “mute them” from the chat area.

Counseling or giving spiritual advice

- Stay biblically based in the information given
“For the word of God is alive and active. Sharper than any double-edged sword, it penetrates even to dividing soul and spirit, joints and marrow; it judges the thoughts and attitudes of the heart.”
- Remember prayer is your best friend
- You will not have answers for every question presented to you and that’s OK. Be honest and sympathetic. Here are some helpful phrases to bridge a next step for them.
 - o “That’s a great question but unfortunately I don’t have an answer for it. However may I share a prayer with you that may help? ”.
 - o “I understand your thinking about that, can I offer a pray for you right now, is that OK?”
 - o “That’s a tuff question. I believe you need to make an appointment with a local pastor in your area. Can I help you with that?”
(If in the Miami Dade area 305-238-1818, ask for Congregational Care to set up an appointment, or email digital@cfmiami.org)
- Emergency or suicidal
 - o If possible share the good news with them and offer prayer. If possible get their name and phone number before ending the chat. After disconnecting call 911 for assistance if the chat **included suicidal** remarks.

Biblical topics and verses you should be familiar with

- **Salvation**

God loves you John 3:16 “For **God so loved** the world that he gave his one and only Son, that whoever believes in him shall not perish but have eternal life”

We all have a sin problem..... Romans 3:23 “for **all have sinned** and fall short of the glory of God” (We all sin)

There is a payment for sin Roman 6:23 “For the **wages of sin** is death” (Our sin cost something,

physical and spiritual death)

God provide a way to escape..... Romans 5:8 “But God demonstrates his own love for us in this: While we

were still sinners, **Christ died** for us.”

You must believe in Christ..... Romans 10:9-10 “If you declare with your mouth, “Jesus is Lord,” and **believe in your heart** that God raised him from the dead, you will be saved. ¹⁰ For it is with your heart that you believe and are justified, and it is with your mouth that you profess your faith and are saved.”

Call upon the Lord..... Romans 10:13 “Everyone **who calls** on the name of the Lord will be saved.”

- **Baptism**

First step after salvation..... Acts 2:41 “those who accepted his message were **baptized**...”

- **Church**

Attendance is encouraged..... Hebrews 10:25 “not giving up **meeting together**, as some are in the habit of doing, but encouraging one another—and all the more as you see the Day approaching.”

- **Prayer**

Accorded to God’s Will..... 1 John 5:14-15 “This is the confidence we have in approaching God: that if we ask anything **according to his will**, he hears us.¹⁵ And if we know that he hears us —whatever we ask—we know that we have what we asked of him.”

We need to ask..... “**Ask** and it will be given to you; seek **and** you will find; knock **and** the door will be opened to you.