

# **this is the definition of a** **HOPE COACH**

**A HOPE COACH is first and foremost passionate about reaching a generation in crisis and fervent in sharing the good news of Jesus Christ.**

**A HOPE COACH is a trained professional mastering the art of difficult conversations that nurture a person through crisis to Christ. They provide short-term emotional support, guidance, and resources to individuals, particularly students and young adults, who are experiencing but not limited to a list of over 50 topics causing them pain, hopelessness, crisis, trauma, or suicidal ideation. A HOPE COACH meets an individual's felt need first and then offers hope through practical advice and sharing their faith in Jesus Christ and offering prayer.**

**Through the platform of TheHopeLine, a HOPE COACH engages with individuals in need via instant message Live Chat with a free 45-minute conversation. They lend a listening ear, empathetic understanding, biblically based and practical advice, and prayer.**

**A HOPE COACH shift is 4 hours in length, 2-4 days a week equaling 8-16 hours a week. A shift entails managing 2 active conversations at the same time for the duration of each shift.**

**A HOPE COACH plays a crucial role in giving immediate support to those in crisis, helping to de-escalate and alleviate their immediate concerns and connecting them with longer-term resources for recovery and healing.**

# Key Responsibilities & Functions of a Hope Coach

## 1 **Active Listening**

A **Hope Coach** attentively listens to individuals' concerns and feelings, providing a safe and non-judgmental space for them to express themselves and connect. They endeavor to be master interviewers by asking purposeful questions to understand and empathize with before giving advice.

## 2 **Emotional Support**

A **Hope Coach** is compassionate and understanding, helping individuals feel valued and supported during their times of distress and encourage the person that they can change.

A **Hope Coach** is emotionally healthy and stable, not easily triggered by difficult topics. They are able to intentionally bring to mind a picture of a real hurting person behind a screen. They always lead with compassion and do not assume the worst but the best of an individual. They are a resilient sounding board for even the hardest of individuals they encounter, including but not limited to those who are offensive, angry, blatantly lying, pranking, vulgar, etc. They know how to put up appropriate boundaries and end inappropriate conversations when necessary, but in a way that shows compassion remembering they are a real hurting person.

## 3 **Crisis Prevention, Intervention and Abuse Reporting**

A **Hope Coach** protects confidentiality and determines the threat level of the individual and performs one of the following:

**Prevention:** A **Hope Coach** is trained to detect direct and indirect cues of danger whether intent to self-harm or harm others, determining the difference between suicidal ideation without intent to act on it and suicidal plans with the intent to act. After determining the risk, they are trained to de-escalate either type of situation by guiding the individual to calm using an interactive safety plan which may include guiding individuals to contact appropriate emergency services themselves through our vetted partner list.

**Emergency Intervention:** In situations where an individual is in immediate danger, such as a risk of suicide, harm to others, or in an abusive situation, a **Hope Coach** is trained to locate the individual and contact their local law enforcement or emergency services to ensure their safety.

# Key Responsibilities & Functions of a Hope Coach

(cont.)

## **3 Crisis Prevention, Intervention and Abuse Reporting (cont.)**

**Abuse Reporting:** A **Hope Coach** is a mandated reporter. They hold the ethical duty of confidentiality which is to protect privileged information and share entrusted information responsibly.

## **4 Spiritual**

A **Hope Coach** is a Christian. They have given their lives to Jesus Christ, their Savior and Lord, and follow Him with all their heart, mind, and strength. They are called to this work. They are prayer warriors. They are reliant on God to speak through them on TheHopeLine.

While a **Hope Coach** meets an individual's felt need first, they actively find ways to spark spiritual dialogue in their conversations. Ultimately, every **Hope Coach** desires to share the full Gospel of Jesus Christ and lead everyone in the prayer of Salvation. However, they are sensitive to seedtime and harvest and are mastering the art to meet a person right where they are in a Live Chat conversation and balance how they deliver hope per the individuals needs in that moment.

## **5 Partner & Resource Referral**

TheHopeLine provides short-term care. A **Hope Coach** assists individuals in identifying and accessing relevant resources, such as TheHopeLine's vetted partner list including, mental health services, support groups, or community programs, that can provide further assistance.

## **6 Problem-Solving**

A **Hope Coach** uses a coaching approach that helps individuals explore solutions to their problems, encouraging them to develop coping strategies, healthy decision-making habits and resilience, and helping them to learn where to look for and find hope.

## **7 Technology**

A **Hope Coach** technically navigates multiple online platforms simultaneously throughout their shift. They type a minimum of 35 wpm and work 2 conversations at a time. These conversations ideally last 45mins-1hour each. A **Hope Coach** has the goal of answering around 2 chats per hour for the duration of their shift. They adapt quickly to the ever-changing technology updates that frequently impact TheHopeLine's systems and processes.

# Key Responsibilities & Functions of a Hope Coach

(cont.)

## **8** One Team

A **Hope Coach** is a remote employee. TheHopeLine offers a dynamic remote work culture, creating opportunities for a **Hope Coach** to connect. They invest in the culture, and it thrives through mutual support of one another. They are intentional with team communication, and give and receive support, constructive feedback, and continued training. A **Hope Coach** knows that to be the most effective in this space they need to adhere to ardent team communication.

## **9** Self-Care

A **Hope Coach** has strong personal self-care tools in place to sustain them in this work. They practice self-care physically, mentally, emotionally, and spiritually and come to their shifts ready to work.

## **10** Integrity & Trust

A **Hope Coach** is a trusted professional. They have an unmatched level of integrity in their standards and work ethic. They are reliable and can be trusted to show up on time and do the job before them according to TheHopeLine's protocols and standards. They are aligned with TheHopeLine's Core Values and Mission Statement.

# TheHopeLine's **HOPE COACH**

- ***A devout follower of Jesus Christ.***
- ***A mature friend that guides an individual from hopelessness to hope and through crisis to Christ.***
- ***Aligned with the mission, vision, and values of TheHopeLine Inc.***
- ***Expert in purveying hope no matter the conversations need.***
- ***Trained and certified professional in suicide prevention and intervention and L.E.A.P.***
- ***A mandated reporter.***
- ***A remote employee with impeccable integrity.***
- ***A quick technology learner.***
  - ***Navigates multiple online platforms.***
  - ***Takes 2 chats at a time continuously from start-end of every shift***
  - ***Maintains a pace of 1.7 chats per hour.***
- ***Meets all standards required by TheHopeLine.***