

# **Document for Christian Helplines Association**

**Revised February 2017  
By CHA Executive**

**(Original Document compiled by CHA Working Party (August 2003)  
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## **The Vision Statement of the Christian Helplines Association**

**Our desire is to serve Jesus Christ by joining together to serve others**

Our purposes are:

1) To empower and enable Christian Helplines/Prayerlines in the UK to maintain good practice and standards in the delivery of the services they offer.

**A Christian helpline/prayerline is defined as one that can agree with the policies in this document and** are underpinned by a Christian worldview, so that each service can achieve and maintain a standard that ensures a minimum quality of delivery and staffing.

2) To meet together to support, encourage and pray for each other.

3) To enable members of the Association to explore collaborative projects together.

4) To provide resources to others wishing to establish new Christian Helplines/Prayerlines

## **Statement of Faith for Members of the Christian Helplines Association**

It is considered that members of the CHA assent to the following Statement of Faith as revised by the Evangelical Alliance in 2005.

### **We believe in...**

1. The one true God who lives eternally in three persons—the Father, the Son and the Holy Spirit.
2. The love, grace and sovereignty of God in creating, sustaining, ruling, redeeming and judging the world.
3. The divine inspiration and supreme authority of the Old and New Testament Scriptures, which are the written Word of God—fully trustworthy for faith and conduct.
4. The dignity of all people, made male and female in God's image to love, be holy and care for creation, yet corrupted by sin, which incurs divine wrath and judgement.
5. The incarnation of God's eternal Son, the Lord Jesus Christ—born of the virgin Mary; truly divine and truly human, yet without sin.
6. The atoning sacrifice of Christ on the cross: dying in our place, paying the price of sin and defeating evil, so reconciling us with God.
7. The bodily resurrection of Christ, the first fruits of our resurrection; his ascension to the Father, and his reign and mediation as the only Saviour of the world.
8. The justification of sinners solely by the grace of God through faith in Christ.
9. The ministry of God the Holy Spirit, who leads us to repentance, unites us with Christ through new birth, empowers our discipleship and enables our witness.
10. The Church, the body of Christ both local and universal, the priesthood of all believers—given life by the Spirit and endowed with the Spirit's gifts to worship God and proclaim the gospel, promoting justice and love.
11. The personal and visible return of Jesus Christ to fulfil the purposes of God, who will raise all people to judgement, bring eternal life to the redeemed and eternal condemnation to the lost, and establish a new heaven and new earth.

## **The Core Values of the CHA** **(Practical outworking of the Vision & Statement of Faith)**

**Members of the CHA must be able to work within these core values.**

1. Accept the Vision, Statement of Faith and Core Values of the CHA. These values are all underpinned by a specifically Christian worldview.
2. To offer help to people in a way that demonstrates unconditional acceptance and respect for the value of the individual without discrimination or partiality of any kind.
3. To regard confidentiality as paramount in all their activities.
4. To adopt an operating style that reflects the Christian faith and ethos of the organisation, that is non-judgemental and non-directive to assist contacts in making personal choices.
5. To be available to all who contact them, but recognising that where other professional services exist who may be able to better meet a contact's needs, then information to do so will be made available.
6. To deliver services that are effective, equitable and efficient.
7. To offer services free of charge save for the cost of the contact itself.
8. To acknowledge that staff of the helpline are their most valuable asset.
  - Training them to deliver the organisation's services and any services resulting from collaborative projects through the CHA.
  - Providing regular contact with and supervision of their staff.
  - Encouraging them in seeking ways to improve their ability to deliver the service.
  - Encouraging them in their personal spiritual growth and development.
9. To strive to build effective relationships with other professionals and that these relationships should be based on mutual respect, co-operation and support.
10. To avoid complacency and continually seek ways in which to improve the quality of provision.
11. The CHA would expect their members to have written policies appropriate for their organisation covering the following:- Equality , Confidentiality, Complaints Procedure, Training & Supervision and Safeguarding.