



Faith & Ethics Response Framework

Supporting Clients When Their Choices Differ from Our Personal Beliefs

Her Well is a faith-based crisis center rooted in Christian values. As professionals and followers of Christ, we seek to provide trauma-informed, compassionate care to all clients, regardless of whether their decisions align with our personal or biblical beliefs.

To guide our responses in these situations, we affirm the following:

1. We Respect Client Autonomy (Self-Determination)

Our professional code of ethics requires us to respect each client's right to make their own choices, even when those choices differ from our personal convictions.

"As counselors and advocates, we are called to walk alongside, not control, our clients' healing journeys."

Because God Honors Free Will

From Genesis onward, God has given people the freedom to choose—even when those choices grieve His heart. He never forces obedience, but lovingly calls people back to Him.

"I have set before you life and death... Now choose life..." —Deuteronomy 30:19
As His image-bearers, when we honor a client's autonomy with love and humility, we reflect the way God honors ours.

2. We Do Not Impose Our Beliefs

Staff may not use their position to evangelize, persuade, or confront clients whose decisions conflict with Scripture *unless the client has invited a faith-based conversation*.

Example: If a client is asking, *"What does the Bible say about this?"*—you may gently enter that space. But unsolicited spiritual correction is not permitted.

Jesus Led With Compassion Before Correction

Jesus met people in their brokenness without compromising truth. Think of the woman at the well, the woman caught in adultery, or Zacchaeus. His presence softened hearts before His words redirected them.

“Neither do I condemn you. Go now and leave your life of sin.” —John 8:11

When we lead with compassion, we mirror Christ’s posture—even if we don’t condone the choice.

3. We Lead With Compassion, Not Approval

Supporting a client does **not** mean you approve of their decision. It means you are providing space for healing and safety.

Accepting their choice \neq agreeing with it.

“I’m here to support you through this season. You’re not alone.”

It’s God’s Kindness Leads to Repentance

It’s not judgment, guilt, or debate that leads to lasting transformation—it’s the kindness of God.

“God’s kindness is intended to lead you to repentance.” —Romans 2:4

When we offer nonjudgmental presence, we give space for God to work in His time and way.

4. We Can Use Reflective Language

If you’re uncomfortable, focus on the *impact* of their choice, not the morality of it.

“How are you feeling about that decision now?”

“What support do you need to move forward in a healthy way?”

Because it’s the Holy Spirit’s job, not ours, to bring conviction

Scripture is clear that it’s the **Holy Spirit** who convicts hearts, not us. Our job is to plant seeds in love, not to force fruit.

“Not by might, nor by power, but by My Spirit, says the Lord.” —Zechariah 4:6

5. We Refer When Necessary

If a team member is unable to remain neutral or supportive, it is appropriate to refer the client to another counselor or advocate—**without judgment or rejection**.

“To make sure you feel fully supported, I’d like to connect you with someone who can better walk with you in this area.”

And we are called to Be Salt and Light—Not a Gavel

Being “light” doesn’t mean shining a spotlight on sin; it means illuminating hope in the dark. Being “salt” means preserving truth while adding grace.

“Let your light shine before others, that they may see your good deeds and glorify your Father in heaven.” —Matthew 5:16

Loving well—even when we disagree—makes God visible to those who don’t yet know Him.

6. We Process Our Discomfort in Supervision

When personal faith conflicts with client choices, staff should bring these concerns to supervision, not into the session. We are here to support each other with grace, prayer, and professional accountability.

Sample Script for Staff:

“At Her Well, we honor each person’s right to choose their own path, even if it’s not a path we would take ourselves. We hold space for healing, offer hope, and model Christ’s love through our presence, not pressure.”