



JOB DESCRIPTION

Job Title:	Regional Member Care Coordinator	Revised Date:	March 2025
Reports to:	Director of Member Care	Department:	Global Ministries
Work Location:	Approved Remote Location	Job Classification:	Full Time/100% support-raised

JOB QUALIFICATIONS:

- Spiritually mature with a growing relationship with Jesus Christ
- Experience in global missions with TEAM or similar agency
- Able to quickly establish rapport with those under their care
- Demonstrate an attitude of love, compassion and respect to the employees, global workers and partner organizations that we serve
- Possess great relational ability - someone who is winsome, loves people and gains satisfaction from helping people meet their spiritual, philanthropic and missional goals
- Excellent verbal and written communication skills
- Strong capacity to listen and care for others
- Able to easily maintain prudence in communication
- Able to maintain personal boundaries in the midst of helping others
- Familiar with organizational systems theory and able to apply that knowledge to enhance team cohesiveness
- Training and experience in the assessment of mental health and the kinds of interventions that may be merited

JOB OVERVIEW:

The *Regional Member Care Coordinator* will facilitate the use of regional as well as traveling member care resources to proactively and reactively enable fully functional member care for TEAM personnel in their region. They will encourage individuals, ministry teams and the organization as a whole in values, attitudes and actions that promote spiritual, relational, physical, mental and emotional health.

KEY RESPONSIBILITIES:

- Oversee emotional, relational and spiritual care for personnel living in or coming to their region
 - Identify member care needs within the region and mobilize resources to respond to those needs through either direct care or referral to an appropriate resource

- Begin building relationships with Appointees scheduled to come to their area; do monthly follow-up with any Appointees with member care requirements and report that back to the U.S.-based member care office
- Travel to all the ministry areas of the region annually to promote healthy member care practices
- Ensure that thorough debriefings are conducted for each worker from their region immediately before or at the beginning of their home assignment; provide summary paragraph for Personnel file and follow up with any recommendations or requirements
- Provide for dialog and conflict resolution for those in their regions in collaboration with Regional Directors, Member Care Facilitators and/or Ministry Area Leaders, as appropriate
- Oversee the development and follow-up of individual care plans
- Identify, train and consult at least monthly with Member Care Facilitators (MCF) in each ministry area
- Develop a network of member care providers within the region who are available to provide member care services
- Model healthy living in relationship with the Lord, in team relationships and in self-care
- Develop positive, trust-filled relationships with Regional Directors and Ministry Area Leaders
 - Collaborate with leadership in building healthy ministry teams
 - Serve as a consultant to leaders as they make decisions for field personnel by offering the benefits of member care insights and experience
 - Discreetly share with field leadership any issues that arise that could have a significant impact upon team dynamics or ministry effectiveness or that require authoritative action
- Maintain good communication and networking within the organization
 - Maintain frequent and thorough communication with Member Care Facilitators, Ministry Area Leaders, Regional Directors, field personnel and U.S.-based member care team
 - Attend regional conferences and leadership consultations
 - Participate in the Global Member Care team monthly video calls, retreats, etc. to maintain an overview of TEAM's worldwide member care program, evaluate progress, plan for new programs/resources, and encourage and network with other Regional Member Care Coordinators
 - Interact as needed with the U.S.-based member care department

Disclaimer: The information in this job description indicates the general nature and level of work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility or qualification required by an employee assigned to this job. While employed in this position, an employee may be required to perform other assignments not listed in the job description.