



Position Posting: Member Care Associate (FT)
Location: Approved Remote Location
Type of Role: Full-time; Hourly/Non-exempt
Date: September 2024

About TEAM: The Evangelical Alliance Mission is a global mission agency that partners with the global church to send disciples that make disciples and establish missional churches to the glory of God. We envision the church transforming our world.

Founded in 1890, TEAM workers serve in a variety of ministry roles including evangelism, church planting, community development, healthcare, education, social justice, missional business, and many other areas of global ministry. TEAM is both an equal opportunity employer and a faith-based religious organization. For this reason, TEAM hires only candidates who wholeheartedly and without reservation agree with and live according to [TEAM's Statement of Faith](#). TEAM staff thoroughly embrace the [purpose, vision, beliefs, and values of TEAM](#).

About the Role:

The *Member Care Associate* will support TEAM's global workers and staff by providing member care services that contribute to their emotional, spiritual, psychological, and relational health, with the goal of helping them be resilient workers who can thrive where God has called them. He/she will also collaborate with TEAM's Global Member Care Network in implementing holistic member care for all TEAM workers. He/she will promote spiritual vitality as a way of life. This position may include ministry supervision for a portion of the Member Care team

Key Responsibilities include but are not limited to:

- Foster caring relationships with global workers and staff, reaching out in times of need in their ministry or personal/family life
- Collaborate with Regional Member Care Coordinators (RMCC) to provide seamless care and support for workers; Serve as an RMCC in an interim capacity when needed
- Provide oversight to the Member Care work in the Americas under the guidance of the Director of Member Care
- Be aware of a variety of North America-based resources for workers and facilitate connection to those resources when needed. This would include developing and maintaining a list of counselor referrals, renewal centers and debriefing ministries.
- Provide resources and follow up care during the re-entry process for workers not returning to an international ministry location
- Assist with debriefings of global workers and make recommendations for spiritual, emotional, personal, and relational growth
- Assist the Global Member Care Network in assessing global workers experiencing personal, relational, or ministry crises and making plans for care, treatment, and referral to outside providers and sending churches as appropriate
- Work with Member Care leadership to recruit for international staffing needs
- Attend Appointee Gathering training events, provide feedback to new appointees, present

workshops, and follow-up with specific appointees as needed

- Participate in department meetings and TEAM conferences to contribute to the overall member care strategy for TEAM, facilitate workshops, be available for ad hoc member care
- Attend professional conferences or other member care events for personal development and to represent TEAM

Qualifications of the Role:

- Spiritually mature with a growing relationship with Jesus Christ
- Graduate degree or equivalent years of experience in psychology, counseling, social work or a related field with at least four years of clinical experience required
- Minimum of two years' experience in cross-cultural missions or mission activities required, preferably in Latin America
- In-depth knowledge of essential Christian doctrines, missiology, discipleship, and the role of nonprofit organizations in serving the Church's Great Commission mission, along with the ability to discuss these topics comprehensively
- A holistic philosophy of member care, integrating Scripture to provide well-rounded support
- Strong communication skills, both written and verbal, can engage effectively in person, over the phone, and through written correspondence
- Highly organized, accountable, and self-motivated, with the ability to manage time efficiently and prioritize tasks
- Proven ability to function well both independently and in a collaborative team environment and take initiative to provide proactive, compassionate care to global workers and staff
- Technological proficiency to effectively manage a heavy email load, communicate through email and video conferencing, keep accurate records of inquiries, meetings, and be comfortable learning new software programs
- Demonstrated track record of successful planning, execution and follow-through to accomplish agreed upon objectives

Disclaimer: The information in this document indicates the general nature and level of work to be performed. It 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 position. An employee may be required to perform other assignments not listed here.

Employment applications are available online at <https://the-evangelical-alliance-mission.apscareerportal.com/>