



JOB DESCRIPTION

European Region

Bratislava or Vienna Office (*yet to be determined*)

Job Title: Member Care Coordinator

Name: _____

Accountable to: Director, Human Resources

Substitution in case of non-availability: HR Development Coordinator

Job Purpose and Scope: To facilitate Member Care for staff in TWR Europe as well as staff sent from Europe into other TWR regions. Additional responsibilities include the coordination of TWR Europe's support raising training & coaching program.

Member Care is defined as "ongoing preparation, equipping and empowering of mission personnel for effective and sustainable life, ministry and work" (World Evangelical Alliance).

The job holder helps to fulfill the HR Department's mission statement: The purpose of HR Europe is to serve and to help shape the ministry of TWR Europe by applying professional HR management, and to do so by:

- Organizational Level: We work alongside senior management, delivering HR support and taking an active role in shaping TWR's strategic direction.
- Team Level: We support team leaders to effectively fulfill their respective mission by recruiting and helping to establish and develop teams.
- Individual Level: We empower staff to meaningfully contribute to TWR's ministry, we facilitate member care, and we assist staff in the application of TWR's policies and practices.

Scope is the region of TWR-Europe including employees working in one of the following offices: Barneveld, Bratislava, Pfaeffikon, Wetzlar, and Vienna.

Key Result Area: Pre-field Orientation and On-Boarding

- Expected Outcomes:
- For new staff, coordinate and further develop TWR Europe's on-boarding program ('Welcome Program') and assist the local office managers in its



- implementation with new staff.
- The Coordinator will ensure that families, couples and individuals have adequate preparation before going and support whilst on the field, personally, spiritually and educationally.

Key Result Area: On-going Facilitation of Member Care

Expected Outcomes:

- Responsible initially for drawing up and then implementing an overall strategy for Member Care within the organisation from selection through to re-entry, clearly designating times, persons and areas of responsibility
- Develop a clearly defined Member Care process for the European region and, where needed, establish checklists, review tools etc. that support this process.
- Assist the HR Director to make sure that international Member Care policies, as agreed with the GHR (Global Human Resource) Team, are implemented and monitored.
- Influence TWR's culture in order to further develop a healthy work environment/culture and a "great place to work"
- Prayer: Encourage prayers for one another and send prayer request for TWR's Global Prayer List coordinator.
- TCKs: Children will be included at all levels of care

Key Result Area: Debriefing & Re-Entry Process

Expected Outcomes:

- Conduct exit interviews with staff; communicates findings to the HR team and uses results to make suggestions for needed changes.
- The Coordinator will provide debriefing for all those returning from the field or moving back to their home country, both for furlough and for permanent re-entry. The Coordinator will ensure that those helping to conduct such debriefings have appropriate training and skills.
- Identify potential staff-relations issues and make recommendations to the HR Director.

Key Result Area: Member Care Third Culture Kids (TCKs)

Expected Outcomes:

- Social events for TCKs are being organized and carried out. These events are carried out in order to meet TCK specific needs and interests.
- The employee has updated information on current local laws and legal requirements for this ministry and applies them accordingly. Specifically, child protection requirements are applied.
- The Coordinator has up-to-date knowledge about new TCK findings in the global missions world by reading books, doing Internet research and getting feedback from TWR's Member Care Media department.



- Exit interviews are being carried out with TCKs in order to give them an opportunity express their feelings/thoughts about TWR's ministry and to learn from their feedback for future TCKs.

Key Result Area: Internal & External Networking

Expected Outcomes:

- In accordance with good MC practice guidelines and in close cooperation with the HR Director, the Member Care Coordinator will facilitate Member Care in the European region involving our staff pastor couple, MC coordinators from other TWR regions and other resources where necessary.
- Establish a network of Member Care specialists in order to be able to provide ongoing Member Care at each local office of TWR Europe. Maintains a referral listing of counselors, medical and other doctors, specialists, etc.
- Be available for the Global Human Resources Team and the Chief Personnel Officer in respect of Member Care questions.
- The Coordinator will seek actively to network with Member Care Media and such organizations and networks that are providing recognized Member Care training and facilities, both nationally and internationally
- Best-Practice in Member Care: Other organizations are being contacted in order to learn from them and apply findings in TWR Europe if appropriate.
- Represents the HR Department at Member Care conferences

Key Result Area: Crisis Management

Expected Outcomes:

- Giving assistance to the HR Director in "staff crisis situations" with staff of TWR.
- Update the Crisis Management Document on a regular basis.
- Train staff for potential crisis situations

Key Result Area: Support Raising Training & Coaching

Expected Outcomes:

- In close cooperation with the HR Development Coordinator, further develop TWR Europe's CATalyst program (Support Raising training and coaching program) in order to equip current and future staff with the skills needed for raising support and presenting TWR to their network of supporters.
- Furloughs: The coordinator is actively involved in organizing and coordinating furloughs with staff and their supervisors. This includes furlough planning, setting goals for the furlough and applying policies of the respective sending agencies. Makes sure that updated support figures are available for the furlough planning.
- Responsible for assisting in the design, implementation and measurement of the effectiveness of the CATalyst program.



Key Result Area: Other HR Projects/Tasks

Expected Outcomes:

- It is expected that the MC Coordinator actively supports other HR functions on an as needed basis.

Reports:

- * Monthly reports by the last day of each month using the reporting format which the Regional Management Team had approved in its February 2006 meeting. These reports are sent to the HR Director so that it can be included in his monthly HR report.
- * Special reports on trips or non-regular events are made within a week of the return or the end of the event and given to the supervisor.

Date: June 2012

Update by: ---



CANDIDATE SPECIFICATIONS

Core Competencies:

- The candidate must have a heart for people living in an environment that is not their home and/or who are working in a cross-cultural setting
- S/he brings the ability and experience to work in and understand various cross-cultural settings
- The candidate must exhibit excellent people skills. S/he brings strong listening and general communication skills; skilled at developing and maintaining effective working relationships; high emotional intelligence
- S/he has a team-spirit in working with others
- Ability to deal effectively with a diversity of individuals at all organizational levels
- Commitment to excellence and high standards.
- Embrace the concept of 'lifelong learning'

Minimum Qualifications:

- Higher education in Human Resources, Psychology, any Member Care-related education, etc. or significant experience in Member Care
- Is familiar with work in a mission organization as well as life of cross-cultural workers.
- Has lived significant time in a different culture and can easily relate to challenges of cross-cultural workers and teams
- Excellent communication skills in written and verbal English and, preferably, another European language (German, Dutch or Slovak)
- Ideally, the candidate is licensed to use various psychological screening inventories (16 Personality Factors inventory, DISC, etc.)
- Proficient in Word, Excel, Outlook and PowerPoint

Physical Demands:

- Ability and willingness to travel on a regular basis and spend time with staff in TWR Europe's offices (up to a maximum of 100 days per year)

Mission Requirements:

- The candidate must be a person who is walking closely with the Lord
- Commitment to TWR's Mission Statement, strategic direction, core values and Statement of Faith

- Be an active member in an evangelical church
- A sense of calling to enable others to fulfill their calling and ministry
- Be willing to present and represent the ministry of TWR and develop a personal, spiritual and financial support base team
- The position is open for individuals as well as couples

