

Field:	Dominican Republic	Site:	Country wide
Minimum Commitment Length (up to three years):		3 years	
Date of Expected Need on the Field:		As soon as possible	
Position Title:	Member Care Provider		

Brief Job Description:

The Member Care Provider will provide practical, emotional, and spiritual support to Kids Alive members in the Dominican Republic as they work on field, helping to orient them to their environments so they can gain what they need personally and professionally to thrive in their roles. This member care provider will cooperate with the personnel managers and relevant personnel in the USA and Canada offices to provide smooth transitions for each missionary to the field, to home assignments, and to completion of their commitments.

Key Responsibilities:

- Develop relationships with new missionary candidates and answer field-related questions for them prior to their arrival on-field (e.g. saying good-byes, packing, housing, etc.)
- Onboard new missionaries to host country by welcoming and orienting them to life in country and site of service
- Facilitate Bible study
- Plan, organize, and facilitate retreats (missionary, directors, women’s and men’s), workshops, teambuilding activities, etc. for practical, spiritual and emotional health and renewal
- Develop relationships with missionaries serving on the field in the Dominican Republic on a regular basis in order to identify vulnerable, at-risk members and assessing needs / symptoms of members
- Help with continuum of care during the missionary’s journey / service
 - Singles
 - Marriage Enrichment
 - Third Culture Kids (TCKs) / Missionary Kids (MKs)
 - Grief and loss
 - Cross-cultural issues
 - Transitions
 - Boundaries
 - Dating
 - Conflict resolution and mediation
- Participate in the development of resources that will inform, cultivate and promote awareness of what the members personal responsibility is and how they can develop in this area
- Life development planning
- Facilitate appropriate care through outside resources for missionaries that need it

- Assist the Country Director in identifying, creating, and recruiting for open missionary positions on-field
- Offboard members – finishing well, saying good-byes, transitions
- Retirement planning
- Stress management and training
- Crisis care in collaboration with Human Resources – contingency planning, help create policies and procedures, mobilization of resources, crisis communication management and channels, crisis management training
- Develop and maintain a specialist care consisting of counselors, pastors, psychologists, therapists, coaches, medical professionals, debriefers, etc.
- Participate and communicate in the monthly regional office meetings and reporting to director
- Develop relationships with the Dominican nationals who are serving in leadership to provide emotional, self-care and spiritual support by assessing needs / symptoms of members
- Collaborate and liaison with Dominican leadership and missionaries serving under them
- Report to the Country Director of the Dominican Republic on a regular basis
- Collaborate with other Member Care Providers in Kids Alive International, helping to maintain the global Member Care program, evaluate progress, assess needs, plan, and implement.
- Collaborate with the Human Resource Department in the Kids Alive International Office
- Manage Kids Alive Dominican Republic Missionary Facebook and WhatsApp groups

Minimum Education and Experience:

- College degree
- Work experience in life coaching, mentorship, or pastoral care
- It is preferred to have experienced cross-cultural living at least 3 years outside of passport country
- English and host country language fluency is preferred
- Or equivalent combination of education, experience, and training

Key Qualifications Needed:

- Member Care Knowledge, Skills, Abilities: pastoral care, stress management, hospitality and welcoming, encouragement, conflict resolution & mediation, listening & communication, mentoring, coaching, debriefing, affirmation, and networking / research
- Member care training (e.g. Safe Place Ministry, Heartstream Resources)
- Conflict resolution & mediation training (e.g. Peacemaker Ministries, Relational Wisdom 360)
- Debrief training with critical incident stress debrief (CISD) (e.g. Safe Place Ministry, LeRucher Ministries)
- Third Culture Kids Training (e.g. TCK Training, Missionary Training International's Kids in Family Member Care)
- Balanced and unbiased, neutral, liaisons well with administration, leadership, and members
- Relates well to all ages, ethnic backgrounds, spiritual perspectives, and practices
- Credible and respected by leadership and members
- Competent, good attitude, expressed empathy, good active listener, open, transparent, ethical, resilient and stress hardy, and has emotional stamina

- Flexible, available
- Committed to organizational goals, policies and practices, knows our organization well.

All Kids Alive missionaries must demonstrate the following skills and characteristics:

In faith life:

- Agree with our statement of faith
- Have a living and growing relationship with Jesus Christ
- Demonstrate spiritual and emotional maturity, with a well-formed sense of identity in Jesus Christ
- Be active participants in a Christ-professing church/community of faith
- Have experience using their spiritual gifts and skills to serve their local church/community of faith

In personal and social life:

- Have the willingness and humility to learn a new language, culture, and way of life
- Demonstrate social maturity and the ability to form and grow relationships
- Demonstrate the ability to resolve conflict in a Biblical manner, with grace and patience
- Patiently adapt to continuously changing situations and people
- Demonstrate a humble willingness to work under local leadership in the country of ministry
- Manage sensitive situations with discretion and respect

In professional life:

- Demonstrate excellent written and verbal communication skills
- Demonstrates good computer, internet and social media skills
- Demonstrate successful employment or entrepreneurship experience
- Ability to work independently and/or with groups to complete tasks on time
- Demonstrate organization of complex information and changing situations
- Be at least 18 years of age, have college or skilled trade program experience; degrees preferred