

KOREAN MEMBER CARE

Job Description for Member Care Worker or Coordinator (MCF or MCC)

What does a MCC do?

- Background:
- When people have needs, they are not likely to turn to their administrator or supervisor. But they *are* likely to turn to the member care person. That person can champion them, and direct them to needed resources.

- If the worker's needs are not met, he might withdraw into discouragement or depression. Or he might complain and become critical and hardened toward others and toward the Lord.

- The Member Care person must be careful not to work against the administration, or simply be the receptacle for complaints. He must be a builder of unity within the organization.
- He must be a promoter of good relationships, and work toward prevention and resolution of problems.

Remember:

- The purpose of member care within an organization is two-fold:
- A) To prepare, equip, strengthen and empower missionary staff for effective life and service, and
- B) to promote a spiritually healthy and caring, productive fellowship

Specifically, the MCC or MCF does these 7 things:

- 1. Preparation of new members; monitors current members. Works with the selection, preparation and orientation staff.
- 2. Equip leaders and staff to understand the need for member care; coaches leaders in handling difficult people. Monitors policies to be sure they are

- 'user friendly' and just and fair.
- 3. Research. Knows what's going on in the organization and with the people. Knows which fields are most difficult, have the most attrition. Who is at risk? What trends face our organization and how are we facing them? Etc.

- 4. Strengthen all staff through encouragement activities, enrichment or helpful workshops and seminars; helps people with transitions, or crisis situations. Stays in touch with pastors, and provides spiritual guidance for home and field workers. Visits the field to stay in touch with members.

- 5. Empowers all staff by training, providing resources, monitoring policies, etc. Helps with discipline situations, or interpersonal conflicts.

- 6. Stays in touch with the sending churches of the members, encouraged mutual communication, keeps church informed.
- 7. Provides specialist resources. Maintains a referral listing of counselors, medical doctors, educational specialists, etc.

What kind of person should do this?

- Someone who is spiritually mature, emotionally wholesome, and experienced in interpersonal relationships.
- This person is not a novice in living by faith, and knows how to encourage all kinds of people.

- A single person will meet many needs, and be able to work alongside leaders and administrators in the home office, as well as relate to singles of his/her gender. Most likely, for on-field visits, a couple will be better, to relate to men and women, both singles and families.

- For on-field member care, experience and maturity and skill will count more than gender or whether or not someone is married.

- Attitudes that are essential include a love for god and His Word, and for people. Warm and approachable, humble, wise, loving, trustworthy, communicative, kind.

- Essential skills include knowing how to use Scripture wisely, communicate to all kinds of people, confront when necessary, knowing how to work with those in authority, knows how to train others, is a good consultant.

- Good judgment and discernment are necessary. Ideally, the MCC will have skill in organizing and delivering all kinds of seminars and workshops, be able to mediate in conflict situations, and meet all kinds of needs.

- Ideally, the Member Care person or couple will have had successful field experience, and know the organization well, and be very familiar with missionary life and living.

Small Group Activity

- Think and pray in small groups about someone in your organization who could step into this role.