

Suggested Plan

Member Care for HCJB

What Member Care Can do

- MC, properly carried out, will enhance recruitment, increase morale, stimulate production, decrease attrition, promote health and resilience, and be cost effective because it reflects an organization's commitment to care well for its members throughout their life cycle. It is also the right thing to do! (1 Peter 5:2, 3).

- This commitment is evidenced by adequate trained staff, a budget, and an agreed-upon Job Description with clear boundaries and reporting relationships. Good member care is needed and should be located both on the field and in the home office.

Definition

- **Member Care is the ongoing preparation, equipping and empowering of Missionaries for effective and sustainable life, ministry and work.**
- Developed by an International Member Care Leadership Team, (WEA Mission Commission) Tucson, AZ March, 2008

- Member Care is a preventative function, promoting personal and interpersonal health, and enhancing relationships between members and administration.

Member Care is not...

- * personnel services (seeing that everyone takes proper vacations, helping members raise financial support, etc.)
- * doing nice things for people (hair care, cookies, baby-sitting, etc.)
- * running errands (mail service, trips to airport, making beds in the guest house)
- * counseling (though counseling IS Member Care!)

The Member Care office can help in the following 10 ways

- ...by giving input into administrative decisions that affect members before these decisions are made, and by monitoring the implementation of painful decisions and change and transition, helping members through these stressful times.

- ...by helping administration understand differing needs within the service cycle; for example, what do new arrivals on the field need? What do folks need at mid career? What do those ending their field service need in order to finish well?

- ...by providing corporate memory having to do with changing historical procedures, sites, or life events and the emotional importance of these matters.

- ...by serving as a sounding board and consultant to leaders and managers, helping mitigate the impact of decisions and understand the uniqueness of the membership, and the individual tolerance for change and/or stress.

- ...by helping Personnel and HR to ensure that Best Practices are followed in decisions that have to do with members (i.e., assignment, change of roles, discipline, leaving the country or the organization).

- ...during times of crisis, both in preparing people for pending crisis, supporting them during the crisis event(s), and arranging or doing debriefings following crisis.

- ...by linking people to necessary resources for family needs, or by referring them to counselors for therapeutic help.

- ...by arranging for periodic seminars and workshops on such topics as marriage enrichment, parenting, children leaving home, Sharpening Your Interpersonal Skills, managing transitions, encouraging spiritual vitality, spiritual formation and spiritual growth, etc.

- ...by prompting celebrations, awards, and milestones, honoring production, longevity, and the like. Member Care helps to identify the story-tellers and encouragers within the group and utilizes their gifts.

- The member care person (facilitator) does not do—and cannot be expected to do—all these things. He or she is a networker, a facilitator and stimulator of care, inviting others to carry out parts of the member care functions.

- The Member Care facilitator can and should be involved in helping others in practical ways (making beds in the guest house, going to the airport or helping in some way)...simply because he or she is a caring person and helps people. But this is not his or her job description.

- Member Care is an administrative position, reporting to the director, staffed by people who are trained in member care, with longevity with the organization, and credibility within the organization with both members and leaders.
- However, the member care person does not have administrative authority for people.

- Member Care should be provided for employees and local workers as well as for expatriates. Ideally, the Member Care person for local workers would be of the same nationality.

- Member Care should be both an organizational ethos (all levels of administration and leadership should care about their people) and a specific role with the functions that are needed and desired within a given organization. As such, it should be part of a field's strategic plan.