



Providing Gospel Access Through the Planting of Multiplying Churches

JOB TITLE

Director of Member Care, USA Base | Full-Time | Personally Fundraised

LOCATION

Columbia, South Carolina

REPORTS TO

Chief Operating Officer - USA Base

JOB DESCRIPTION OVERVIEW

The primary job of our Director of Member Care, USA Base is to lead a team that provides proactive pastoral care and equips team members to live lives that are full, whole, and healthy. The Director of Member Care leads a team that remains invested in the care of Crossover Global's US Base workers who are currently serving in the US and overseas, as well as those preparing to be deployed.

RESPONSIBILITIES AND DUTIES:

- The Director of Recruitment, USA Base is committed to carry out Crossover Global's vision to plant multiplying churches through unreached people groups
- This team member will be responsible for equipping the Member Care team to proactively care for all workers who have been deployed from the USA Base. This includes workers serving at the USA Base in Columbia, those serving in another domestic location, and those serving internationally.
- Proactively engage new team members, build relationships, and care for workers preparing to be sent by the USA Base
- Oversee and continue the coordination and development of Member Care at the USA Base in a way that remains aligned both culturally and systematically
- Implement holistic care and encourage team members to practice life-giving spiritual disciplines
- Learn, maintain, and develop the culture of Crossover Global
- Communicate with personal donors and cast the vision of Crossover Global to raise prayer support and fundraise your salary

QUALIFICATIONS:

- Must adhere to the Christian faith and agree with Crossover Global's [statement of faith](#)
- A passionate follower of Jesus Christ with a proven devotion to the habits necessary to maintain a daily relationship with Him
- Demonstrates a passion to see unreached and unengaged people groups reached with the gospel
- Reflects personal and public integrity in line with Biblical principles
- Desires to be a part of seeing all peoples reached with the Gospel of Jesus Christ
- Must be living a life above reproach, one that honors Jesus
- Must have a deep understanding of best practices and current innovations in Member Care
- Capable of initiating care on cross-cultural teams
- Intentionally prioritizes his/her own emotional, spiritual, and mental health
- Outstanding and experienced pastoral gifting

- High level of professionalism and confidentiality
- Must remain committed to healthy interpersonal boundaries
- Deep understanding of best practices and current innovations in Member Care
- College degree in pastoral care, member health, or mental health counseling preferred

SKILLS AND EXPERIENCE

- Can communicate with people from a variety of backgrounds, ages, and cultures with an ability to confront, encourage, and exhort when necessary
- A tendency toward listening, with corresponding strength in spoken and written communication skills
- Has experience in training others through organizing and delivering content in various formats (seminars, retreats, workshops, etc.)
- Willing and able to work with others in the decision-making process
- Competent in planning and prioritizing tasks
- Strong interpersonal skills
- Keen discernment; knows how to use Scripture wisely
- Calm under pressure and patient with processes
- A heart that wants to connect with people and serve them

This is a support-based position. Nothing in this job description restricts Crossover Global's right to assign or reassign duties and responsibilities to this job at any time. Responsibilities occasionally may require an adjusted work schedule, and evening/weekend hours in order to meet deadlines.

TO APPLY

Send cover letter, resume, and references to Rachel Lively at r.lively@crossover.global