

People Care Specialist

Mission Aviation Fellowship (MAF), a Christian nonprofit organization founded in 1945, is seeking people who share our desire to see isolated people changed by the love of Christ. MAF operates globally, with its headquarters located in Nampa, Idaho. MAF's core values are: we follow Jesus, we serve together, we commit to a higher standard, and we value each other. This position is a vital part in serving together to bring help, hope, and healing through aviation.

A Brief Overview

The People Care Specialist exists to encourage, equip, and empower MAF field staff to flourish in life and service within MAF, and to promote spiritually healthy individuals and communities as an essential part of the work of MAF so that the Gospel is proclaimed and God's Kingdom is extended.

This position requires an active commitment to the mission, values, and doctrinal stance of MAF. In the course of performing job duties, the employee will act in a manner that is Christ-honoring as well as Christ-like, demonstrating a personal Christian faith and witness in all interpersonal interactions. In addition, the employee must be willing to assist with other projects and duties as assigned by their manager.

Essential Duties

- 40% Staff Care/Field Engagement
 - Engages in situational conversations including spiritual health, emotional health, organizational conflict, staff conflict, family health
 - Promotes and encourages personal responsibility for spiritual vitality
 - Participates in pre-field presentations, workshops, and trainings
 - Recommends and provides tools and resources for spiritual growth, transformation, and relational health in a variety of media—print, video, digital, conferences, etc.
 - Initiates or responds to request for MAF field program visits to offer encouragement, education, and spiritual, emotional, relational care and guidance to staff families, attending to individual and family concerns
 - Helps staff develop self-care strategies effective in building personal hardiness and resilience
 - Facilitates debriefs for field staff on furlough, as well as HQ staff on a case-by-case basis
 - Travels to MAF fields to offer encouragement to staff families
 - Facilitates crisis and critical incident debriefs when necessary
 - Helps staff develop self-care strategies effective in building personal hardiness and resilience
 - Participates in the development of treatment or follow-up plans when outside resources are needed to appropriately care for staff and their families
 - Facilitates conversation for resolution of conflict
 - Works with staff members' home churches to care for their church members/missionaries as they live and work overseas
- 20% Education & Awareness
 - Develops, executes, and revises pre-field presentations, workshops, and trainings
 - Evaluates and curates resources that will inform, cultivate, and promote awareness of materials for spiritual growth, transformation, and relational health in a variety of media – print, video, digital, conferences, etc.
 - Creates new staff care resources and tools as needed
- 20% Administrative Tasks
 - Networks with resourcing organizations, counselors, and other supportive agencies
 - Communicates and coordinates with field leadership relative to travel plans and incident engagement
 - Plans travel to MAF field programs, and MAF HQ as relevant to location
 - Maintains awareness of and makes recommendations regarding organizational policies affecting the care of staff
 - Records relevant staff interactions in Engagement Log
- 10% Spiritual Deepening
 - Engages in spiritual disciplines for personal spiritual vitality and enrichment
 - Participation in Spiritual Enrichment Days, First Day, etc.
- 10% Continuing Education
 - Participates in internal and external training to increase and enhance skills and care for MAF staff
 - Engages in ongoing intake of relevant knowledge and material for continued learning

Qualifications

- Bachelor's degree with spiritual formation training, spiritual direction, coaching, or similar training is required, or equivalent combination of education and experience
- 3 years experience with staff care and personal well-being is required
- 5 years experience in conflict resolution and crisis intervention is required
- 2 years experience in spiritual health and awareness coaching is required
- 3 years experience in team building and collaborative relationships is required
- 3 years experience with MAF or similar overseas field experience is preferred
- Coach training required to be completed within first year
- Debrief training required to be completed within first year

Skills

- Intermediate ability in conflict resolution and crisis intervention to aid staff in overcoming emotionally charged situations
- Advanced ability in spiritual health and personal responsibility encouragement
- Advanced knowledge of staff care practices including stress management, emotional support, and interpersonal development
- Intermediate understanding of team building strategies that foster a sense of unity and cooperation
- Intermediate skill in Microsoft Office

Competencies

- Respects the confidentiality of information or concerns shared by others
- Communicates with tact and confidentiality
- Works cooperatively with others
- Gives talks or presentations that energize groups
- Shares information, advice, and suggestions to help others to be more successful; provides effective coaching
- Takes time to get to know coworkers, to build rapport and establish a common bond
- Can maneuver through complex political situations effectively
- Notices and accurately interprets what others are feeling, based on their choice of words, tone of voice, expressions, and other nonverbal behavior
- Finds non-threatening ways to approach others about sensitive issues
- Knows when to escalate critical issues to own or others' management, if own efforts to enlist support have not succeeded

Physical Requirements

- Occasionally lifting, carrying, pushing, or pulling between 10-25 lbs
- Occasionally standing and walking, and frequently sitting

Travel Requirements

- Moderate domestic/international travel for training and/or to conduct in-person counseling or crisis-relief sessions

Starting Pay Range

\$28.86-\$33.67 hourly

MAF is committed to paying our team members competitively to the industry market and to being a market leader in benefits and work/life balance programs. Consistent with our value... "We commit to a high standard," MAF's Total Rewards Philosophy is designed to maintain and improve our market competitiveness in the NGO sector to attract and retain our most critical resource - our people.

MAF is committed to creating and maintaining a work environment free from any form of unlawful discrimination or harassment. As a faith-based religious organization pursuant to the Civil Rights Act of 1964, Section 702 (42 USC @2000e),

MAF has the right to and does solely hire candidates who agree with our Statement of Faith and agree to abide by our Standards of Conduct.

MAF expects all MAF staff to comply with its Safeguarding Policy. This includes proper moral and ethical conduct towards all children and vulnerable adults, in all circumstances and in all relationships. In addition, all MAF staff have a responsibility to seek to prevent any form of abuse, to raise any ongoing concerns, and to report any harm, abuse, or neglect to children or vulnerable adults, discovered or reasonably suspected. Violations of this policy will be subject to corrective action up to and including termination of employment.

MAF seeks to create a workplace that is intentional about Kingdom Inspired Diversity. Our commitment to our employees extends to their opportunities for personal and professional growth and development. We will make reasonable accommodation for qualified individuals with known disabilities, unless doing so would result in undue hardship to the organization.