

An Overview of

Member Care

Around The World

*...helping workers to thrive,
not survive...*

Presented by
Philip Chang, Interserve Malaysia/
Global Member Care Network
Tokyo, May 2010

“The purpose for doing member care well is to help our valuable workers in the harvest field to thrive, not survive...”

An Overview

This overview will include the following:

- ◆ Common MC Issues & Challenges
- ◆ Development of MC around the World
- ◆ Global Member Care Network, WEA MC
- ◆ MC Resources, Services & Centres
- ◆ Upcoming MC Events
- ◆ Questions & Answers

Some Common MC Issues

- ◆ *Discouragements/Loneliness & Lack of Pastoral Care*
- ◆ *Carried over Personal Baggages/Cultural Convictions*
- ◆ *Culture Shock, Cultural Adjustments & Re-entry*
- ◆ *Undue Faith Elements*
- ◆ *Relationship Struggles with Colleagues & Leaders*
- ◆ *Poor Communication & Relationship with Home Church*
- ◆ *Singlehood & Opposite (and Same) Sex Attractions*
- ◆ *Financial Pressures & Lack of Support*
- ◆ *Healthcare & Medical Care Problems*
- ◆ *Children's Schooling Needs & Adjustment*
- ◆ *Spouse's Adjustment & Marital Pressures*
- ◆ *Lack of Pension & Retirement Benefits*
- ◆ *Inadequate Personal Housing*
- ◆ *Opposition from the Locals*
- ◆ *Critical Incidents & Crisis Situations....*

More Common MC Issues

- ◆ *Spirituality Issues amongst Workers & Teams*
- ◆ *Lack of Leadership Development & Mentoring*
- ◆ *Poor Organisational and Leadership Structures*
- ◆ *Increasing Threats from Religious Fundamentalists, Hostile Government Authorities and Terrorists*
- ◆ *Increasing Natural Disaster Situations e.g. tsunami, earthquake, floods, etc, and Political Instability*
- ◆ *Lack of Training and Support to Cope with Critical Incidents & Post-Traumatic Stresses*
- ◆ *Lack of Mental Health Specialists to Help Workers*
- ◆ *Caring for Elderly or Sick Parents*
- ◆ *Lack of Channels for Voicing Concerns, Opinions or Complaints in the Agency or Home Church*
- ◆ *Lack of Debriefing and Counselling Services*
- ◆ *Inadequate Pre-field Preparation & Training*
- ◆ *Insufficient Rest & Burnout....and many more!*

Development of MC Around The World

Result of several significant projects & catalysts:

- ◆ A response to the real needs (and casualties)
- ◆ ReMAP I & ReMAP II - Attrition & Retention
- ◆ Publication of books e.g. Doing Member Care Well, Too Valuable to Lose, Worth Keeping, etc
- ◆ Emergence of specialist MC providers, mental health professionals, promoters and mobilisers
- ◆ Availability of MC resources, services & centres
- ◆ Continuing education & awareness - a priority!

Development of MC

Formal structures & networks have gradually emerged:

- ◆ Definition of "Member Care"
- ◆ Growing awareness of the responsibilities of different players ie. sending church, receiving church, mission agency, support group & the worker
- ◆ Introduction of Good Practices & Policies, Core Values, etc
- ◆ Emergence of national, regional and global networks
- ◆ Increasing number of MC consultations/forums
- ◆ Growing demand for training and certification
- ◆ Introduction of formal college degree programmes and curriculum specifically in MC

Definition of MC

Member Care is the ongoing preparation, equipping and empowering of missionaries for effective and sustainable life, ministry and work. Member Care addresses all aspects of well-being of missionaries and their dependents. It includes spiritual, emotional, relational, physical and economic matters. Member care addresses the needs of single people, couples, families and children. It seeks to empower missionaries to make healthy choices by offering ongoing training, resourcing and equipping in all these areas. It is integral to all aspects of mission including leadership, logistics, spiritual formation, and church life. It begins with selection and continues throughout the missionary life cycle to re-entry or retirement and beyond. (GMCN)

Responsibilities of Various Parties

The responsibility for member care rests with the sending agency, the sending church, the receiving church, leadership (home/field), the team, families, individual supporters, competent member care providers and the individual missionaries themselves. Those providing member care will seek to develop competence in all relevant areas through ongoing learning, networking and resourcing. They will serve the mission community with humility, integrity and compassion, recognizing their own weaknesses and dependence on God's grace and gifting. (GMCN)

Good Practice Guidelines for MC Providers

Member care is provided by people with appropriate skills and experience, who receive adequate training and support. It is good practice for there to be an appropriate framework for the provision of member care and that member care providers are trained and supported appropriately. Much member care can be provided by mentors or pastoral care workers as well as support teams in sending churches, not only by trained therapists and human resources (HR) personnel. Spiritual directors and confessors are also important member care providers. Informal care is to be encouraged.

Good Practice includes:

1. Appropriate framework for MC providers

- Ensuring MC providers behave ethically
- Providing MC providers with accountability mechanisms within their organisation, church or professional structures
- Ensuring MC providers have access to regular supervision
- Providing opportunities for MC providers to network with mental health professionals and sources of pastoral care, so that they can make referrals for further help if necessary
- Seeking feedback on care provided and conducting an internal audit of procedures and guidelines
- Ensuring procedures are in place for dealing with any complaints
- Encouraging MC providers to have a healthy work/life balance

Good Practice includes:

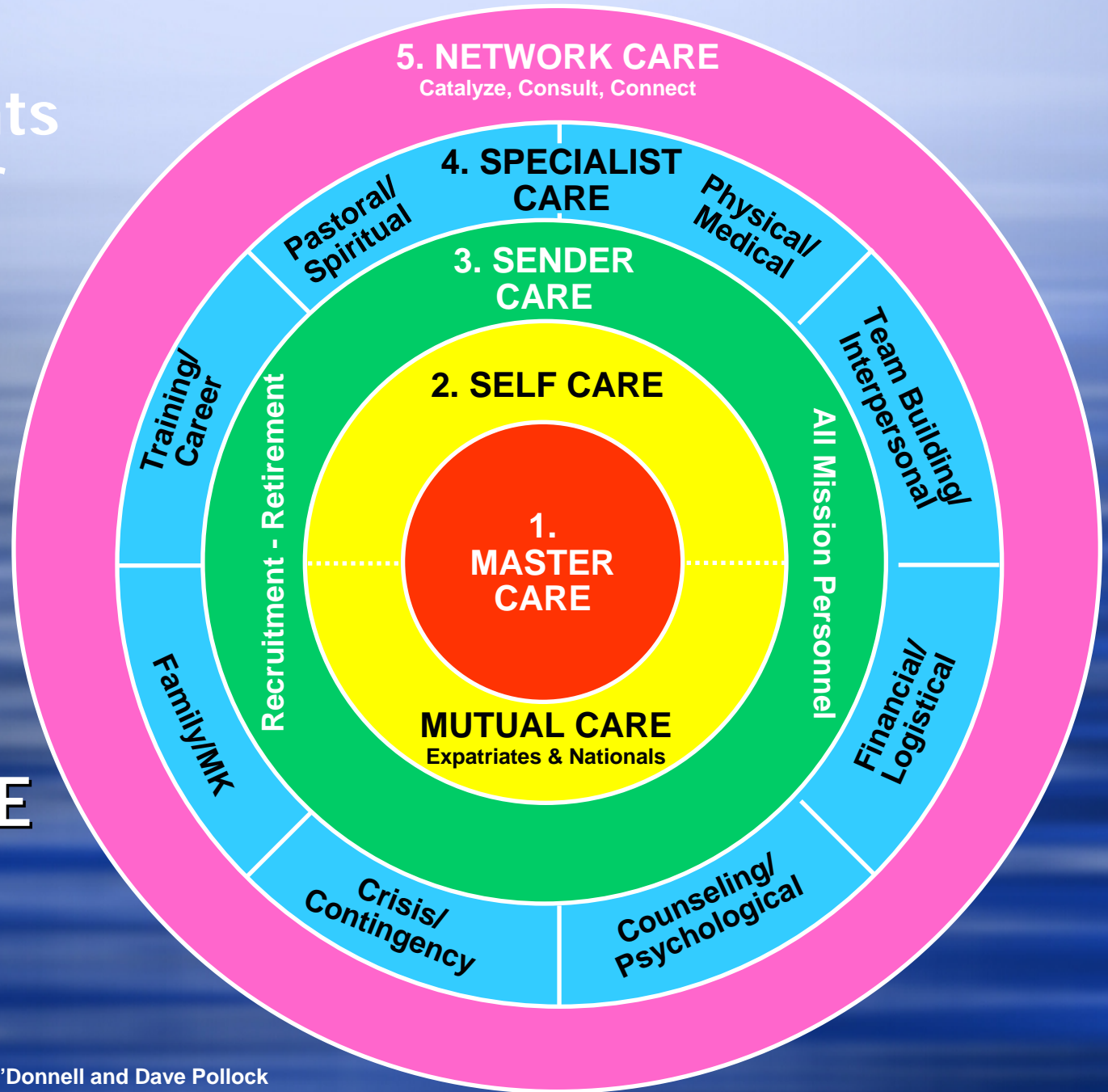
2. Training for MC providers

- Ensuring MC providers have appropriate training, for example in listening skills, pastoral care, child protection, the equipping of support teams, and when to recommend professional treatment
- Ensuring MC providers have access to regular ongoing training such as conferences and learning from others in the mission or humanitarian sector

(Source: Global Connections Guidelines for Good Practice in Member Care)

Many Components of Member Care

A BEST PRACTICE MODEL



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Kelly O'Donnell and Dave Pollock

National/Regional Networks & Consultations

- ◆ European MC Network - probably most active in UK, Switzerland, Germany, The Netherlands, Scandinavian countries, France, Spain
- ◆ Middle East MC Network - MENA & Cyprus
- ◆ African MC Network
 - Active in South Africa, Malawi, West & East Africa
- ◆ Asia MC Taskforce
 - most active in India, Singapore, Hong Kong, Malaysia, Korea, Philippines, Japan, Thailand
- ◆ Latin America - COMIBAM
- ◆ Oceania - Australia, New Zealand, Pacific Islands

Global Member Care Network



www.globalmembercare.com

info@globalmembercare.com

Connecting and Developing Member Care Worldwide

Connecting and Developing Member Care Worldwide

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Towards accreditation for Member Care Providers

Blog your Member Care Resources

Become part of a Global Member Care Community

Ask Questions and Learn from others

Resources in different languages (Chinese, Arabic, French, Portuguese...)

Visit our Global Member Care Map

Learn about the foundations of Member Care

Identify Member Care needs around the world
and help develop new resources

Learn about regional and global conferences
as well as Member Care trainings and seminars

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www.globalmembercare.com



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Member Care Foundations

Member Care is a term broadly used.

This site is designated to resources focusing on the theoretical foundations of Member Care.

What is Member Care? What does it include? Member Care Definition. What is Member Care not? etc...

Any feedback and questions, email them to [office\(at\)globalmembercare.com](mailto:office(at)globalmembercare.com)

- **Member Care Definition:** <http://www.globalmembercare.org/index.php?id=34>
- **Good Practice Guidelines:** <http://www.globalmembercare.org/index.php?id=8>
- **A Comprehensive Member Care Plan.**
by Dick and Larrie Gardner, Dr. David Tai Woong Lee, presented in Nov 2009, to train korean mission leaders in missionary care.

To download one of the eleven sessions, click the underlined link

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Oasis Member Care Network

www.oasismembercare.net
fac@oasismembercare.net

The Network of Member Care Services in Malaysia

GO2SERVE.com

Health Insurance



Key MC Centres, Networks & Services

- ◆ Cross-Cultural Workers, USA
- ◆ The Well, Chiang Mai, Thailand
- ◆ Link Care Center, USA
- ◆ InterHealth, UK
- ◆ People in Aid, UK
- ◆ The Headington Institute, USA
- ◆ Cornerstone Counselling, Chiang Mai, Thailand
- ◆ Member Care Radio (Member Care Media), Europe
- ◆ COMIBAM, Latin America
- ◆ India Missions Association, India

Mental Health
Resources for
**Cross
Cultural
Workers**



Member
Care
Center



LINK CARE CENTER

Restoring Hearts, Celebrating Wholeness

More Key MC Centres, Networks & Services...

- ◆ HealthLink360, UK
- ◆ Barnabas International, USA
- ◆ Heartstream Resources, USA
- ◆ Tumaini Counselling Centre, Kenya
- ◆ Member Care Southern Africa
- ◆ InTransit, The Netherlands
- ◆ Claybury International, UK
- ◆ Mobile Member Care Team, Ghana & Kenya
- ◆ MKNest, Korea
- ◆ Oasis Member Care Network, Malaysia

For more names, please refer to the GMCN website.



TODAY'S RADIO PROGRAM

TITLE CONFLICT RESOLUTION = PART 4



AIR DATE 01/05/2010

ARTICLE INTRO In this part four of Conflict Resolution we are advised to searchy for an agreement and ask how we can make the situation right. Throught it all be kind



TOPIC LIST



EMOTIONAL HEALTH

SHORT TERM MISSIONS

TEAM WORK

LEADERSHIP

COMMUNICATIONS

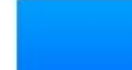
CROSS CULTURAL ISSUES

TCK/NK

FAMILY AND MARRIAGE

SPIRITUAL GROWTH

LATEST EDITIONS



COMING UP IN MAY!

HERE'S A PREVIEW OF WHAT TOPICS ARE COMING:

Reducing Stress with Laughter, Dealing with Transitions as a TCK, Insights from Jim Elliot, Helping Parents of Christian Workers who have moved overseas, and Struggling with Depression after Counseling.

LATEST ARTICLES



Spending Time with God P.. 01 Susan Fiet



Spending Time with God P.. 02 Susan Fiet



Spending Time with God P.. 03 Susan Fiet



Spending Time with God P.. 04 Susan Fiet

Oasis Member Care Network

www.oasismembercare.net

facilitator@oasismembercare.net

The Network of Member Care Services in Malaysia



MC Retreats & Conferences

Here is just a small selection of MC retreat centres and conferences located in different regions:

- ◆ Bethany Ministries, Hong Kong
- ◆ Juniper Tree, Thailand
- ◆ Elim Retreats, USA
- ◆ Breathe, Switzerland
- ◆ Le Ruscher Ministries, France
- ◆ Katafiyo Retreat House, Cyprus
- ◆ Barnabas Zentrum, Austria
- ◆ Life Impact Oases, USA
- ◆ Heartstreams, USA, Philippines, Korea & NZ

For more names, please refer to the GMCN website.

Upcoming Events

Here is a selection of seminars and conferences:

- ◆ Foundations in Missionary Member Care, Victoria, Australia 12-23 July 2010
- ◆ NCF Counseling & Member Care Seminar, Chiang Mai, Thailand, 10-22 October 2010
- ◆ Middle East MC Conference, Jordan, 21-24 Oct 2010
- ◆ Building Skills for Member Care with Excellence, by Link Care Center, USA 10-14 January 2011
- ◆ Asia MC Network Conference, Malaysia, 5-8 April 2011
- ◆ MANI Africa Conference, Nigeria, September 2011
- ◆ WEA Mission Commission, Germany, November 2011
- ◆ European Member Care Consultation, March 2012
- ◆ Global MC Conference, April 2012

Questions & Answers