



**Opportunity Profile**

**North America HR  
Coordinator**

contact [usa@steiger.org](mailto:usa@steiger.org) for more information

# North America HR Coordinator Job Description

## GENERAL INFORMATION

<b>Job Status:</b>	Volunteer or Missionary *see below for more information
<b>Responsible to:</b>	North America Regional Director International HR Director
<b>Team Participation:</b>	International HR Team Home Office Team
<b>Functional Relationships With:</b>	City Team Leaders Steiger Missionaries Missionary Applicants Mobilizers Pastoral Carers Regional Next Steps Coordinators Next Steps Director
<b>Location:</b>	Twin Cities, MN, USA
<b>Hours Per Week:</b>	12-15 hours per week (to start with)

## POSITION OVERVIEW:

As the mission grows, more regional support is needed with our missionaries. This support begins with people who are applying to be missionaries, assisting them with their induction, supporting them while they are with us, and then when they wish to leave.

Having a coordinator in each region will mean this support can be provided in their own language and will occur more quickly. It will also release the centralised HR function from some of the more day-to-day work.

## KEY TASKS/RESPONSIBILITIES

### 1. Missionary Application Process

- Walk all applicants in North America through the Missionary Application process.
- Work with applicants on their budgets.
- Help missionary applicants find a suitable pastoral carer.
- Work with the Regional/City Team Leader in developing a Job Description for the applicant.

- Be in communication with the Missionary's pastor, ensuring they support the applicant becoming a missionary with Steiger.
- Answer questions regionally about the Missionary Application process - from the Regional Leaders, City Team Leaders and or the applicants themselves.
- Answer questions from the International HR Director or ILT on aspects of a missionary's application.

*Outcomes:*

- Participants in the Missionary Application Process are in regular communication with you and understand what is expected of them.
- The missionary application process is not delayed without good reason.
- Good records are maintained.

## **2. Support for Financial Processing**

Support missionaries in Steiger's financial processing systems (fundraising, payroll, expenses, etc)

- Support the missionary in getting set up in Steiger's system
- Answering questions
- Ensuring processes are followed
- Tweaking processes as needed, in consultation with the COO.
- Liaising between Cedarstone (Steiger back office provider) and the missionary when the missionary is struggling to understand how the whole system works.
- Support the missionaries exiting Steiger to have their finances wound up out of Cedarstone.

## **3. On-Boarding & Preparation**

- Put in place an on-boarding plan that is approved by the International HR Director and the Regional Leader and track its progress.
- For In-Country Missionaries (those living and working in their own cultures), supply them with the reading, courses, and resources that are required of them, tracking their completion.
- Sending Cross Cultural Missionaries (those who are going from your region to another country):
  - Customise the preparation plan for the cross cultural missionaries, that is approved by both the International HR Director and Regional Leader. Support them as they go through the plan.
  - Source appropriate training, development, and preparation courses, readings and programs to meet the needs of the cross cultural missionary.
  - Support the cross cultural missionary in completing all the requirements they have to meet before they leave the country.
  - Provide visa application support
- Receiving Cross Cultural Missionaries:
  - Develop a specific onboarding plan for Cross Cultural Missionaries who will be serving in North America.
  - Work with the City Team Leader on providing support for the cross cultural missionaries in:
    - Obtaining visas (and all the documentation required)
    - Finding a place to live
    - Local culture orientation

- Finding and committing to a local church
- Sourcing language classes (if needed)
- Opening bank accounts, shopping at supermarkets,
- Finding a school or kindergarten (if they have children)
- Transportation

*Outcomes:*

- Cross Cultural Missionaries (sent out) do not leave the country until they have completed their preparation and it has been signed off by the Sending Regional Leader, Receiving Regional Leader and the International HR Director.
- Cross Cultural Missionaries (received) are well supported to integrate into the local team and culture.
- All missionaries complete the required preparation and onboarding requirements in a timely manner.

#### **4. Ongoing Care and Development**

- Work with the International HR Director and Regional Leader to gather and provide access to appropriate materials, courses or facilities to equip Steiger's workers for service and for spiritual & emotional growth.
- Provide support to the Regional and City Leaders in North America as they lead their team and develop the ministry. This support would normally be in the areas of:
  - Researching appropriate development opportunities for them or their team.
  - Communicating any new developments in the area of missionary care to the leaders.
  - Working with the leader in addressing any care needs/issues that may have come up in their team.
  - Being knowledgeable about the missionary care networks and opportunities in your region. Some examples are debriefers, retreat centers, regular development providers, etc
- Ensure that the diverse needs of single people, couples and families are taken into account in any care and development provided in your region.
- Ensure all missionaries have good, regular and reliable pastoral care
- Provide support, resources and information to all missionaries who are taking an extended period of leave (1 month or more) on what should be happening during this leave.
- Support the cross cultural missionaries (sent or received) on their home visits taking into account time for debriefing, rest, recuperation, sending church interaction, fundraising, time with supporters, etc.

*Outcomes:*

- North American missionaries do not leave Steiger for preventable reasons. Some examples of preventable reasons are conflict, lack of finances, etc
- Resources and support are provided to missionaries in a timely manner when needed.

## **5. Missionary Kids**

- Provide and/or facilitate missionary care specifically designed for children during the phases of entering a new culture, living cross-culturally, visiting their passport culture temporarily, and permanently returning to their passport culture.
- Ensure the children of any Steiger worker in your region (cross cultural or in-culture) are taken care of by Steiger by providing opportunities for them to receive development, debriefing, interaction with other missionary kids and that their specific needs for care are addressed.
- Facilitate support for parents who have specific concerns or needs for their children. This could be done through their home church.

### *Outcomes:*

- The children of missionaries serving in your region feel a part of Steiger.
- Missionary parents feel supported in their parenting of their children.
- The home church of missionary families are fully engaged with the Steiger Missionaries in their church.

## **6. Specialist Care:**

- Develop a network of organizations and people who possess appropriate skills and resources to provide specialist care for our members when called upon. Some examples are counsellors/therapists, psychologists, coaches, medical professionals, debriefers, etc.

## **7. Sending /Home Churches**

- Ensure the Steiger Missionary is well equipped to communicate with their sending/home church.
- Make contact with each sending/home church at least once a year.
- For Cross Cultural Missionaries (sent from and received by your region), liaise with their sending church to ensure they have housing, transportation, etc when they come home on visits.
- Maintain the Church/Steiger Partnership Agreement, if there is one in place.

### *Outcomes:*

- There is a good relationship between Steiger and the sending/home churches of missionaries.

## **8. Reporting/Escalation**

- Provide monthly reports to the International HR Director and the Regional Leader on the activity for the month.
- Attend international meetings of HR/Next Steps colleagues both in-person and online.
- Ensure applicant and missionary information is held securely and with the utmost discretion.
- Inform the Regional/City Team Leader when there are challenges or issues that could potentially impact an individual's ability to fulfill their missionary responsibilities or adversely impact coworkers.
- Mediate (or arrange mediation) when needed.
- Any significant issues that have arisen should be escalated to both the Regional Leader and the International HR Director in a timely and appropriate manner.

### Outcomes:

- Information is stored securely and is accurate.
- Conflict is addressed quickly and biblically.

## EXPECTATIONS

The North America HR Coordinator is expected to:

- Pray for the missionaries in their region at least weekly.
- Maintain an alive and growing relationship with God through regular times of seeking Him and having times for specific biblical study.
- Be accountable to someone for their own pastoral care and spiritual direction.
- Be an active serving member of a local church.
- Read extensively - especially around the area of people development, HR, and support.
- Regularly attend development courses and conferences in the area of missionary care.
- Visit each missionary you are providing support to in person at least once every two years (the ideal is once a year).
- Attend any Steiger Next Steps, HR, and Missionary Care meetings (either in-person or via Skype/Zoom).
- The amount of time spent on this role will depend on the size of the Region.

## PERSONAL ATTRIBUTES & REQUIRED BACKGROUND/ EXPERIENCE

### Essential

- Commitment to the vision and values of Steiger.
- Excellent communication skills - both written and verbal - in the main language of your region and in English.
- Excellent administrative and organisational skills.
- Systematic approach to work.
- Enjoys supporting others.
- Able to work with workers with a variety of denominational and personal backgrounds.
- Has and continues to maintain an intimate personal relationship with God
- Excellent interpersonal skills.
- Proven conflict resolution skills.
- Flexible, teachable, and empathetic, pursuing a lifestyle of continual learning.
- Spiritually mature.
- Has emotional stamina.
- Has a well-developed personal theology of God's sovereignty and human suffering.
- Possesses a good, thorough knowledge of Steiger.
- Has a passion to support missionaries.
- Firm but gentle and supportive approach.
- Ability to facilitate solutions.
- Positive.
- Able to work unsupervised.

### Other Possible Skills

- Ideally some pastoral/ministry support experience and ability.
- Some experience and/or education in Human Resources
- Fluent in more than one language
- Has lived in a cross-cultural environment.

## APPLICATION PROCESS

After reading this Opportunity Profile, if you sense the gifts and experiences God has given you are a good fit for the position of North America HR Coordinator, we invite you to begin the inquiry process.

Please complete our Registration of Interest form ([click here](#)), which will also include uploading a CV/Resume and links to samples of your work, including your portfolio.

If you have any questions, please email [usa@steiger.org](mailto:usa@steiger.org)

### Steiger Long-Term Opportunity Types:

#### Missionary

A Steiger Missionary has completed Steiger's training program and usually serves in a leadership or frontline (evangelism, discipleship and/or training) role. Missionary roles are generally funded by the Missionary Support Model, which involves raising personal financial support. Steiger provides training, resources (marketing materials, an online donation page, back office support, etc.) and coaching to support its missionaries in becoming fully funded.

#### Staff

A Steiger Staff member serves in a paid position that is organizationally funded. Staff roles are usually administrative in nature, and/or include the responsibility of raising funds for the mission as a whole (i.e. development roles).

#### Volunteer

A Steiger volunteer commits time to the mission of Steiger (part time or full time), without being paid by the mission or raising personal financial support. As with missionaries or staff, volunteers have a documented job description, goals and responsibilities, and reporting relationships within Steiger's organizational structure. They may be part of a team consisting of Steiger staff, missionaries, and/or other volunteers.

# What is Steiger?

Steiger is a rapidly-growing, worldwide mission organization that is called to reach and disciple the Global Youth Culture for Jesus.

The mission's primary purpose is to bridge the gap between the Church and the Global Youth Culture. Steiger does this by raising up missionaries and equipping the local church to proclaim the message of Jesus in the language of the Global Youth Culture. It establishes long-term teams in cities through creative evangelism, relevant discipleship, and local church partnership.

## What is the Global Youth Culture?

The emerging Global Youth Culture, connected by consumerism, social media, and the entertainment industry, forms the largest global culture ever to exist. It spans the globe, embracing the same values, listening to the same music, subscribing to the same YouTube channels, and following the same influencers on social media.

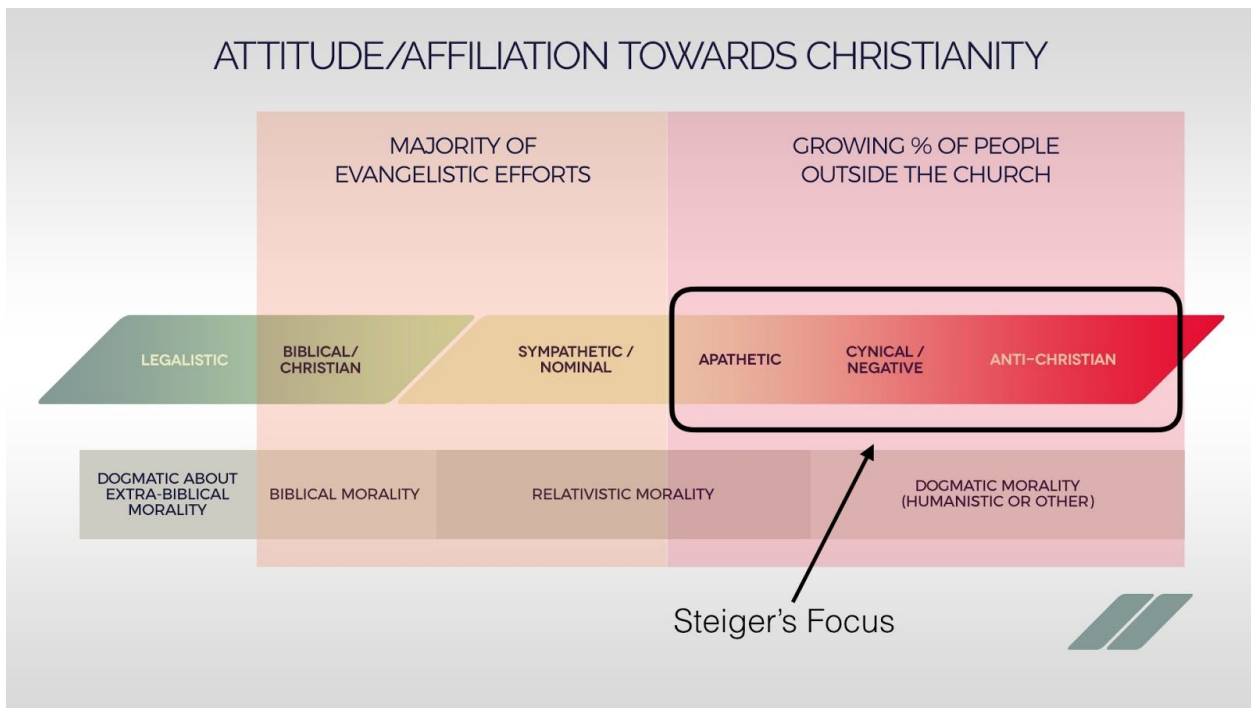
This global culture is largely influenced by one predominant worldview – Secular Humanism – which affirms that God is irrelevant and man is at the center. In this relativistic culture, we are god and consumerism is our religion.

This is a generation that does not look to the Church for answers, but believes it to be a dead and empty tradition of the past. Either there is no God, or if He exists, He doesn't interfere with our lives.

This demographic is not limited to post-Christian regions like Europe or the USA. It is impacting cultures in urban centers of every region of the world, including the Middle East, Asia, and Africa. The secular humanistic worldview and lifestyle is prevalent even among those who identify as a particular religious group (i.e. Muslim, Hindu, Christian, etc.).

The Global Youth Culture presents a unique challenge to the Church worldwide because of the large cultural gap that exists between the Church and secularized society. In fact, the gap is often so pronounced that for the Church to reach the Global Youth Culture, it must adopt cross-cultural principles similar to those used by missionaries engaging with unreached tribes in a foreign land.





## Bridging the Gap: Steiger City Teams

Steiger's mission is to bridge the gap between the Church and the Global Youth Culture by establishing long-term teams in cities around the world.

A Steiger City Team is a dynamic, missionary team specialized in reaching the Global Youth Culture of a key urban center through creative evangelism, relevant discipleship, and local church partnership. Because it both unifies and mobilizes the Church, a Steiger team is a small, yet powerful catalytic force that can impact an entire city.

What a Steiger City Team does:

- Develops a “seeking God” culture (through prayer, Bible study, worship, and bold faith)
- Establishes a regular, relational presence in the secular scene of its city
- Engages in weekly, creative evangelism
- Creates spaces that foster discipleship (community houses, open houses, weekly informal Bible studies)
- Hosts an annual, large-scale, evangelistic endeavor (online campaign, evangelistic concert, interactive art exhibit, mission trip, etc.)
- Offers at least one annual mission training event (Steiger seminar, Compact School, or conference)
- Establishes a network of church and ministry partnerships throughout the city
- Invests continually in new leaders to plant new city teams

## **Statement of Faith**

Steiger believes the Bible is the only infallible, authoritative Word of God.

Steiger believes in the deity and humanity of Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His present rule as Head of the Church and in His personal return in power and glory.

Steiger believes that for the salvation of lost and sinful human beings, regeneration by the Holy Spirit is absolutely essential.

Steiger believes in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.

Steiger believes in the resurrection of both the saved and the lost, they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.

Steiger believes that there is one God, eternally existent in three persons: Father, Son and Holy Spirit.

Steiger believes in the spiritual unity of believers in our Lord Jesus Christ, with equality across racial, gender and class differences.

