



REVEALING HOPE
RESTORING LIFE

Role Title & Details

Role Title: GAIN Care Team Member

Team / Capacity: People & Culture / Care Team

Reports To: Executive Director or COO

Location: Remote / Flexible

Employment Type: Volunteer (Casual / Part-Time / Full-Time options)

Date Prepared: 30 April 2026

Role Identity Statement

This role exists to cultivate a culture of care, encouragement, and wellbeing across the organisation. The GAIN Care Team Member actively supports the emotional, spiritual, and relational health of team members, donors, and partners—ensuring people feel valued, connected, and supported in all aspects of their engagement with GAIN.

Theological & Cultural Posture (Heart of the Leader)

- Leads from a deep, abiding relationship with God
 - Demonstrates compassion, empathy, and a servant heart
 - Values people above outcomes and prioritises wellbeing
 - Builds unity, trust, and a sense of belonging
 - Acts with humility, discretion, and integrity
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Purpose of the Role

To strengthen the overall health and wellbeing of the GAIN community by providing intentional care, encouragement, and connection across internal teams, donors, and partners.

Strategic Alignment (5-Year Direction)

- Contributes to a healthy, thriving organisational culture
 - Strengthens relational engagement with donors and partners
 - Supports team sustainability and retention through proactive care
 - Enables a values-driven, people-first environment
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Primary Contributions (2-3 Years)

- A stronger culture of care and connection across GAIN
 - Increased team wellbeing, engagement, and retention
 - Deeper relational connection with donors and partners
 - Consistent and intentional care practices embedded across the organisation
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Key Responsibilities

1. Internal Team Care

- Provide relational and pastoral support to GAIN team members
 - Regularly check in with staff and volunteers to support wellbeing
 - Identify and respond to care needs within the team
 - Support a positive, healthy, and connected team culture
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2. Donor & Partner Care

- Engage with donors and partners through encouragement, updates, and appreciation
 - Support meaningful connection beyond transactional relationships
 - Assist in recognising key moments (milestones, challenges, celebrations)
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3. Community & Culture Building

- Help foster a culture of encouragement, prayer, and support
 - Initiate and support team connection opportunities (online or in-person where possible)
 - Promote values of care, unity, and belonging across the organisation
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4. Wellbeing & Support Systems

- Contribute to developing simple systems for care and follow-up
 - Support crisis care or additional needs where appropriate
 - Maintain confidentiality and handle sensitive situations with wisdom
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5. Prayer & Spiritual Support

- Pray regularly for team members, partners, and the organisation
 - Support spiritual wellbeing through encouragement and faith-based care
 - Participate in or facilitate prayer initiatives where appropriate
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Leadership Framework Expression

Heart of the Leader: CHARACTER (Heart)

Actively growing in your love for God by:

- Spending daily time with God
- Demonstrating compassion and grace in all interactions
- Being attentive and responsive to the needs of others

Expressing God's love for others by:

- a) Showing genuine care and empathy
- b) Building trust and safe relational spaces
- c) Encouraging and uplifting others consistently

Coach – Encourages and supports individuals in their wellbeing journey

Direction Setter – Helps shape a culture where care is prioritised

Change Agent – Strengthens organisational health through intentional care practices

Spokesperson – Reflects the heart and values of GAIN through relational engagement

Measures of Fruitfulness (2-3 Years)

- Increased sense of connection and belonging across the team
 - Positive feedback from staff, volunteers, donors, and partners
 - Consistent and visible culture of care and encouragement
 - Improved team wellbeing and retention
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Nature of the Appointment

- Volunteer role with flexible hours (casual, part-time, or full-time)
 - Remote and relationally driven
 - Requires emotional intelligence, discretion, and compassion
 - Can be adapted based on availability and capacity
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Review Rhythm

This role will be reviewed regularly in alignment with team needs, supporting ongoing growth, effectiveness, and care impact.