

Job Description: Head of Pastoral Care

Appointed by:	Exec, in consultation with Council
Reports to:	Director, UFM Worldwide
Responsible for:	Head of Women's Pastoral Ministry Mission Personnel Manager
Hours and Location:	Full time, based in our Swindon office. Open to 80% for the ideal candidate
Salary:	M4-M5 on the classroom teacher payscale depending on experience
Date Last Reviewed:	June 2026

Job Summary

Responsibility for overseeing the pastoral support of all UFM mission partners, to complement that which comes from the sending church. The role includes membership of UFM's Leadership Team.

Responsibilities

1. *Pastoral Care*

- 1.1 To oversee the provision of UFM's pastoral care for all mission partners, delivered in a way that complements the care from the sending church and the receiving context
- 1.2 To be actively involved in delivering pastoral care by being the first point of contact for a group of UFM mission partners
- 1.3 To support other members of the Leadership Team and volunteers who have pastoral responsibilities as first points of contact for UFM mission partners. To provide advice, encouragement and consultation for people in their pastoral care
- 1.4 To consider and facilitate the growth in pastoral gifting of UFM staff and volunteers who have pastoral responsibilities, through appropriate training and development opportunities
- 1.5 To ensure the active involvement of supporting churches from an initial expression of interest to the end of service with UFM, in collaboration with our Head of Partnerships and Sending Church Consultant
- 1.6 To oversee, develop and maintain links with relevant organisations and individuals providing services for mission partners' health and welfare, including but not limited to medical assessment, psychological evaluations and access to appropriate counselling provision
- 1.7 To support the Head of Women's Pastoral Ministry, the TCK coordinator and our TCK volunteers to ensure that families and children are well cared for pastorally and to consider issues such as options for children's education
- 1.8 To oversee and be involved in the rolling programme of regular in-country mission partner visits, as well as advising when more urgent visits may be needed

- 1.9 To support the Director by ensuring they have all relevant information relating to pastoral care matters, and ensuring they are informed as soon as practically possible of any events or circumstances which might require their involvement

2. *Mission Partner Support*

- 2.1 To lead the team in reviewing and developing the provision of support for mission partners during preparation for service, orientation to UFM, development whilst in service, re-entry and debrief
- 2.2 To be the main point of contact between the Leadership Team and the Mission Personnel Manager, ensuring that people and church-centred processes are in place for the approval of applicants, review panels for those changing ministry or completing service with UFM, as well as annual reviews and four-year termly reviews for current UFM mission partners.
- 2.3 In conjunction with the Head of Operations and Mission Personnel Manager, to ensure that UFM provides an efficient and robust service to all mission partners regarding health provision, insurances, crisis response, risk assessments and evacuation arrangements
- 2.4 To support the work of our Safeguarding lead, to ensure that UFM's Safeguarding policies are updated in line with best practice and implemented robustly and consistently
- 2.5 To continually monitor political and other developments to ensure UFM is as prepared as possible for events which might require specialist or rapid action to protect mission partners and their families
- 2.6 To liaise quarterly with the Head of Finance regarding the health or otherwise of mission partners' support accounts, and to make recommendations to cover any shortfalls in support or other financial concerns

3. *Other duties*

- 3.1 To engage with and visit sending church leaders
- 3.2 For suitable candidates, to promote the work of UFM, including speaking about UFM's work and sharing about world mission in churches and other Christian groups
- 3.3 Along with other relevant staff members, to deliver resources to help equip local churches in their sending ministry
- 3.4 To function effectively as a member of the Leadership Team, advising particularly on strategy relating to our provision of pastoral care in a way that complements what comes from the sending churches
- 3.5 To oversee the participation of mission partners in events such as Summer Conference and Called to Serve
- 3.6 Sharing in the pastoral support of the staff team

4. *Prayer*

- 4.1 To lead by example in praying regularly, both privately and publicly, for UFM, mission partners and staff, encouraging them to do likewise
- 4.2 To provide information to supporters and others which will motivate them to pray intelligently and regularly for UFM, its work and people.

The duties listed are not exhaustive. Additional hours of work may be required, as determined by the needs of UFM, and employees may be required to undertake additional duties, responsibilities and projects as appropriate.

This role will involve travelling, both locally and internationally, with the likelihood of some evening and weekend working.

Whilst UFM wishes to make its work widely known, it is expected that all employees will exercise appropriate confidentiality at all times. This includes but is not limited to compliance with the provisions of the GDPR.

UFM Worldwide is committed to safeguarding and promoting the welfare of children/adults at risk. We expect all staff and volunteers to share this commitment and be willing to undertake the relevant safeguarding check and references.

The Individual

Capability, Knowledge & Experience

- Clear pastoral judgement, ideally with experience in the care of those serving cross-culturally
- Church pastoral experience a strong advantage
- Cross-cultural ministry experience a strong advantage, but not essential
- Strong administrative and organisational skills
- Able to employ a collaborative approach when dealing with complex pastoral situations
- Previous experience of operating in a Christian environment desirable
- Excellent public speaking and presentation skills
- Flexible, able to respond to unexpected circumstances decisively but with sensitivity and wisdom
- Understanding of and able to relate well to sending church leaders, particularly from the constituencies with which we most frequently relate

Education & Qualifications

- Good standard of general education
- Bible College training advantageous but not essential
- Knowledge of a relevant foreign language(s) could be useful

Personal Characteristics

- A committed Christian with beliefs and a lifestyle which are compatible with and supportive of UFM's Statement of Faith and ethos
- A willingness to travel internationally when required
- Demonstrated integrity in both personal and professional life