

**Open Doors South Africa**  
*Role Profile*



**Church Volunteer and Administration Assistant**  
**Southern Africa**

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*Signed – Incumbent*

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*Signed – Executive Director*

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*Date*

\_\_\_\_\_  
*Date*

## 1. ODI Mission Statement

To strengthen and equip the Body of Christ living under or facing restriction and persecution because of their faith in Jesus Christ, and to encourage their involvement in world evangelism by:

- Providing Bibles and literature, media, leadership training, socio-economic development and through intercessory prayer.
- Preparing the Body of Christ living in threatened or unstable areas to face persecution and suffering; and
- Educating and mobilising the Body of Christ living in the free world to identify with threatened and persecuted Christians and be actively involved in assisting them.

We do so because we believe when one member suffers, all members suffer with it (1 Corinthians 12:26), all doors are open, and God enables His Body to go into all the world and preach the Gospel.

## 2. ODSA Mission Statement

To educate and mobilise the Body of Christ living in Southern Africa to identify with threatened and persecuted Christians and be actively involved in assisting them.

## 3. Core Values

- We are part of the Body of Christ, A people to people people
- We are Persecuted Church driven
- We are people of the Bible
- We are people of prayer
- We live and work by faith
- We are devoted to Jesus Christ and His commission
- We are motivated solely for the glory of God

## 4. Development Core Values

- WE ARE COMMITTED TO SERVING THE GLOBAL MINISTRY WELL
  - We strengthen the persecuted church by resourcing our Field teams and ODI with prayer, funds, and other support. We aim to keep track with field needs.
  - We clearly articulate to both Field and ODI what we need from them to be effective in raising prayer, funds, and other support – but we take care to do so in an attitude of service.
  - We take care to work within Field security guidelines and Communications guidelines, both the spirit and the letter of them.
- WE COMMUNICATE WITH INTEGRITY AND CLARITY, AVOIDING SENSATIONALISM AND MANIPULATION
  - We only use trustworthy and reliable sources of information which do not conflict with World Watch Unit data.
  - We ensure that our message is balanced and truthful, and we clearly articulate the needs we seek to meet.
  - We encourage supporters by reporting back to them with the impact of their prayers, gifts, and other support. We believe that our ministry is also their ministry.

- Although we seek, where possible, to influence politicians and the secular media as part of our ministry of strengthening the persecuted church, we avoid getting drawn into political agendas or negative campaigns.
- WE HONOUR OUR DONORS BY STEWARDING THEIR GIFTS, REQUESTS AND PERSONAL DATA WELL
  - We always aim to work in the most effective way, measuring our efforts and seeking to continually learn and improve in what we are doing – to make the best use of gifts given to serve the persecuted church.
  - We report financial and other measures transparently and faithfully.
  - We are committed to honouring the express desires of our donors, assigning their gifts to the areas of ministry where they have been designated - and we only raise designated funds when necessary.
  - We commit to handling supporter data in compliance with legal principles and respectful relationship.
- WE LEAD AND COMMUNICATE IN A WAY WHICH BUILDS FAITH, HOPE AND COURAGE IN CHRISTIANS IN OUR COUNTRIES, INCLUDING OUR OWN TEAMS
  - We connect supporters and the wider church with their persecuted family, by sharing the lessons of the persecuted church with them.
  - We communicate how God is at work both despite and through the suffering of our persecuted family, and in doing so inspire Christians in our nations to courageous faith.
  - We seek to lead our teams in a way which glorifies God, and are willing to make difficult, courageous decisions, prayerfully, where necessary.
  - We prepare the church in our countries to be prepared for persecution.
- WE STRIVE TO BUILD BRIDGES ACROSS DENOMINATIONS AND ETHNICITIES IN THE BODY OF CHRIST
  - We hold tightly to our Statement of Faith and we take care to use language which unites rather than divides the church in our nations.
  - We collaborate with like-minded Christian missions and agencies when and where it is beneficial to persecuted Christians.
- WE RECOGNIZE OUR INTER-DEPENDENCE IN SERVING WELL, AND COMMIT TO MUTUAL ACCOUNTABILITY, MUTUAL SERVICE AND STRONG RELATIONSHIPS
  - We collaborate on key campaigns, and plan and strategize together, to increase our effectiveness.
  - We look for ways to share experience, support, and resources, honouring our Principles of Collaboration.
  - We respect our cultural and denominational diversity and ensure that our communications are sensitive to supporters in other countries, given the global transparency of the digital world.
  - We aim to honour the spirit and letter of these Development Values, ensuring our teams do the same.

## 5. Purpose of Role

The Church Volunteer and Administration Assistant is integral to Open Doors Southern Africa's wider Church and volunteer strategic plan. Focusing on working closely with partners (volunteers, influencers, supporters, stakeholders, churches, leaders) this position is aimed at mobilising current- and future partners of ODSA in Southern Africa to become increasingly more active in responding to issues of persecution.

As the Church Volunteer and Administration Assistant of ODSA you will –

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication "scripts" when handling different topics.
- Identify supporters' needs, clarify information, research every issue and provide solutions and/or alternatives.
- Seize opportunities to arrange meetings for the Church Engagement team and/or volunteers when they arise.
- Build sustainable relationships and engage partners through exceeding their expectations.
- Keep records of all conversations in our CRM database in a comprehensible way.
- Frequently attend educational seminars/training to improve knowledge and performance level.
- Meet set personal/team qualitative and quantitative performance standards.
- Execute key ODSA Events and Fundraising campaigns.
- Do and complete all relevant administrative task.
- Supporting volunteers with a specific focus on African languages.
- Other duties as assigned

## 6. Relationships

The **Church Volunteer and Administration Assistant** reports to the Church Volunteer Co-ordinator. This role is based in South Africa, at the Johannesburg office. The Church Volunteer and Administration Assistant will work closely with other members of the Church and Community Engagement team based around Southern Africa. Although based locally this role is working towards a regionally focused strategy and as such will require building and managing relationships across the country and region.

### Internal

o The Church Volunteer and Admin Assistant will develop good working relationships with the Church Volunteer Co-ordinator and the Church and Community Engagement team based around Southern Africa as well as the wider ODSA team.

### External

o The Church Volunteer and Admin Assistant will nurture strong relationships with ODSAs partners and volunteers both locally and across Southern Africa.

## 7. Position Accountabilities

Accountability	Outcome	
<p><b>ODSA's Purpose and Values</b></p> <p>This position supports ODSA's strategy to mobilise followers of Jesus in Southern Africa to serve the most persecuted church globally.</p>	<p>Strong partnerships with partners and mobilised volunteers who act toward serving the persecuted church globally. These relationships are increased and deepened and build towards a coordinated movement of Christian action in line with ODSA's values and ethos.</p>	<p>Essential</p>
<p><b>Volunteer Care</b></p>		
<ol style="list-style-type: none"> <li>1. Work closely with the Church Volunteer Co-ordinator and colleagues to execute the volunteer strategy and community organising aspects of ODSA's campaigns and ongoing initiatives.</li> <li>2. Supporting assigned volunteers to deliver on campaign outcomes.</li> <li>3. Build relationships with partners to increase effective involvement with persecuted church.</li> <li>4. Identify partners needs and effectively support to address needs.</li> </ol>	<ul style="list-style-type: none"> <li>- Partners are motivated and are actively involved in ODSA's campaigns and initiatives.</li> <li>- Volunteers are actively involved in organising, promoting and delivering ODSA's message and actions in their faith community.</li> <li>- Current and new partners are engaged and connected to ODSA.</li> <li>- Existing and new partners are taking action in connection with ODSA's work and campaigns.</li> </ul>	<p>50%</p>
<p><b>Admin support, Campaigns and Events</b></p>		
<ol style="list-style-type: none"> <li>1. Support the Volunteer Co-ordinator in executing ODSA's regional volunteer support programme.</li> <li>2. Present high-quality calls and information to volunteers and partners.</li> <li>3. Complete all administrative task as per Standard Operating Procedures (SOP's).</li> <li>4. Be the first contact for African speaking volunteers.</li> <li>5. Ensure up to date data is available on church contacts, new churches and relevant groups.</li> </ol>	<ul style="list-style-type: none"> <li>- Reaching set standards for volunteer programme, campaigns and events.</li> <li>- Effectively use "scripts" on outbound as well as inbound calls to achieve set campaign standards.</li> <li>- Retaining and support growing number of African language volunteers and new churches.</li> <li>- Fully completed administrative tasks in a timely manner.</li> <li>- Provide detailed information on CRM system in a comprehensible way to increase effectiveness.</li> </ul>	<p>45%</p>
<p><b>Organisational Citizenship</b></p>		
<ol style="list-style-type: none"> <li>1. Work collaboratively with team members, role model ODSA's Christian values and be a positive example for both supporters and ODSA staff.</li> <li>2. Participate in the spiritual life of ODSA.</li> </ol>	<ul style="list-style-type: none"> <li>- ODSA's Christian values are lived out. Partners experience excellence in engagement.</li> <li>- Lead devotions as part of a roster.</li> <li>- Provide prayer support to ODSA's people as appropriate.</li> <li>- Travel to the persecuted church every 5 years.</li> </ul>	<p>5%</p>

## 8. Position Requirements

<b>Must Have</b>	<ul style="list-style-type: none"> <li>o Active Christian faith and strong commitment to ODSA’s Christian purpose values and ethos.</li> <li>o A heart and passion for the local church and vision to see the Southern African church become increasingly active in responding to global persecution.</li> <li>o Ability to encourage others in their faith, and to influence partners to provide support to ODSA as a meaningful and impactful way to respond to global persecution.</li> <li>o Experience in engaging partners with oral communication to partake in organisational campaigns.</li> <li>o Speak multiple African languages (Afrikaans, English, isiZulu &amp; Xhosa will be advantages).</li> </ul>
<b>Must Have</b>	<ul style="list-style-type: none"> <li>o Excellent written and oral communication skills, and a willingness to engage with people. Ability to build meaningful relationships with people from a wide variety of backgrounds towards shared action.</li> <li>o Demonstrated planning skills.</li> <li>o Ability to present and communicate organisational campaigns on behalf of ODSA.</li> <li>o Be a team player and can work well with others; excellent people and relationship building skills.</li> </ul>
<b>Highly Regarded</b>	<ul style="list-style-type: none"> <li>o High level of general digital literacy, a fast learner who can quickly learn to operate a variety of digital tools.</li> <li>o A sound understanding of the theological suffering and persecution and the role of the local church in serving persecuted followers of Jesus.</li> <li>o Ability to work in a team and accept guidance and direction from staff members.</li> <li>o Competent with the use of CRM systems.</li> </ul>

## 9. Working Environment

ODSA’s Code of Conduct and policies set expectations for all our staff. Everyone at ODSA is responsible for workplace safety both in terms of their own behaviour and taking action to resolve safety issues they become aware of.

ODSA is committed to safeguarding children, the prevention of sexual exploitation, abuse and any kind of bullying or harassment. ODSA uses child-safe recruitment and screening practices and requires staff to complete due diligence checks Police Checks and to advise ODSA of any changes to their circumstances regarding Safeguarding related offences, during the term of their engagement.

The Church Volunteer and Administration Assistant always carry out their responsibilities with due regard to ODSA’s Safeguarding Policies and Guidelines.

ODSA values diversity and each staff member is expected to demonstrate a commitment to gender equality.