

Due Process
When a team leader has a difficulty with a team member (Individual)
May 24, 2018

Due Process:

We seek a biblical process to ensure that we treat everyone with respect and provide a fair procedure for resolving team/personnel problems. The intent is to follow a Matthew 18 pattern, where issues are addressed first with the individuals involved, then the circle is widened as necessary.

Operating Principles:

1. Choose to believe the best of one another in motives and the desire to do what is right (Colossians 3:12-14).
2. Ensure there is opportunity for growth and change. Always seeking restoration in relationships and ministry (Galatians 6:1).
3. As much as possible, hold conversations face-to-face or by voice contact; do not rely on e-mail.
4. Seek counsel from appropriate sources, such as Member Care, Personnel.
5. Maintain good communication with all involved.
6. Document every step; make note of specific problematic issues/behaviors, conversations you have had, agreements made, and steps taken.

Process:

1. Problematic issues/behavior is observed and noted.
2. Team Leader addresses it with the individual, clarifying expectations and identifying specific behaviors that need to change.
3. If behavior continues, team leader addresses it again, providing a written action plan for the team member. The plan should include steps to be taken by the team member, coaching to be provided (team leader or other mentor/coach), and a timetable for the actions and expected results. At this point, the team leader's leader and Member Care should be made aware that a written action plan has been put in place.
4. If growth steps are not followed, and/or behavior does not change:
 - a. The team leader's leader and Member Care personnel together with the individual and his/her team leader, work toward resolution. This could include counseling, meeting with a mentor, mediation by third party, or other appropriate solutions.
 - b. The International Leader or Ministry Director and Personnel Director should be informed at this time of the situation.
5. If counseling is necessary, a counseling report will be sent to the Personnel Director and Member Care Director, by permission from the individual.

6. Consider at this time whether the sending church needs to be informed, and if so, discuss this with the Member Care Director and Personnel Director who needs to make that contact and what should be communicated. ***See notes below.***
7. If, after an agreed period of time, no improvement is made, the individual's team leader may decide along with her/his leader that the individual needs a different ministry assignment. Or the individual may decide this. At least two levels of leadership and the Director of Personnel will be involved in this decision.
8. Start a plan for transitioning off the team.
9. The Personnel team determines if a new assignment within ReachGlobal is feasible.
10. If a new ministry is feasible, ensure that the new team leader is fully apprised of the history.
11. If it appears there is no ministry fit within ReachGlobal, the Personnel team will work out a time line and plan for exit. It should be clearly delineated how, to whom, and by whom this will be communicated.
12. If there is at any time a question of abuse or fear by any staff in the process (or other situations), they always have the option of using Red Flag Reporting to allow an third party to investigate. ***See notes below.***

Notes

Notifying sending church:

The question of when, or if, to bring in the team member's sending church is a critical one. Here are some things to consider:

1. In general, if someone is going to counseling, it falls under the same category as medical issues, i.e. someone's medical record is private, and not allowed to be shared without permission of the individual involved.
2. Never contact a church about any situation without asking or informing the individual involved.
3. Some churches are very involved in lives of the missionary's they support and expect to be included in all decisions, others not as much.
4. Some churches would be very helpful; others not as much (on occasion a church may make decisions about their missionary which ReachGlobal would not agree with).
5. The question may be asked: "Which church should be involved? The one who is giving the most support to the missionary, or the sending church, or both?"
6. In order to prevent unintended damage to the missionary, the decision to contact the church will be done in counsel with Member Care and the Personnel Director.

Information on Red Flag Reporting:

Our organization has contracted with an ethics hotline service (Red Flag Reporting) that will allow both our National Office and ReachGlobal staff to anonymously report any ethics, legal, personnel, etc., concerns to a third party. The reporting can be done by phone or over the web (see information below). In filing a report, you can choose your level of desired anonymity. You can be completely anonymous if you desire.

The way that Red Flag Reporting works is very simple.

1. You can either file a report online at www.redflagreporting.com or by calling their toll free number 877-647-3335
2. You are asked to give a client code. Ours is EFCA.
3. From there you are asked a series of questions regarding your concern. If you do the report online, you also have the opportunity to upload documentation such as pictures or paperwork that would support your concern.

Reports that are received will be forwarded to the ReachGlobal ethics committee and they will determine what steps should be taken in response to the report. If the report were to name one of the committee as the problem, the report would go to the other members of the committee. The EFCA Board would be informed if reports are filed (though not necessarily the specifics), and what action was taken.

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