



Service. Healing. Transformation.

## **Holy Family Surgery Center Patient Coordinator**

### **About One World Surgery (OWS)**

One World Surgery (OWS) is a nonprofit organization with the vision of a world committed to safe, timely and accessible surgical care. Our mission is to ignite the spirit of service and transform lives by providing access to high-quality surgical care globally. OWS funds and operates the world-class Holy Family Surgery Center in Honduras and construction for a second site in the Dominican Republic is currently underway. Our nonprofit is dedicated to helping thousands of underserved patients receive surgical care and helping hundreds of physicians, nurses and others in the US contribute to making a positive impact in global health. We strive to create workplaces that reflect the communities we serve and where everyone feels empowered to bring their full, authentic selves to work. We welcome and encourage applicants from all backgrounds to apply. We are an equal opportunity employer.

### **Position Summary**

The Holy Family Surgery Center Patient Coordinator role is a 13-month volunteer position through One World Surgery's partner, Nuestros Pequeños Hermanos (NPH). This position is located at the Holy Family Surgery Center in Honduras. For more information, please visit the [NPH website](#) and view the complete NPH job description below. Interested applicants should submit a volunteer application via the NPH website.

### **Overview**

The Holy Family Surgery Center is an ambulatory surgical center located on the grounds of NPH Honduras. The surgery center has a full-time Honduran staff that performs surgeries year round. Teams of approximately 60 people from the US also routinely visit the surgery center for week-long medical missions. During medical missions, clinical and nonclinical participants come together to perform life-changing surgeries for Hondurans who would otherwise go without treatment.

The Patient Coordinator is responsible for coordinating the care of Holy Family Surgery Center patients for both ongoing clinic and surgery days as well as during all medical missions. The Patient Coordinator works alongside the Medical Director to schedule surgeries and medical consults. The Patient Coordinator will also complete various tasks in preparation for each medical mission. Lastly, they will assist with other general administrative tasks such as the inventory and purchasing of medicines and supplies, and the maintenance of equipment and facilities.

The typical work hours are from 7:00 am – 4:00 pm, but evening and early morning hours will be required during medical missions. The Patient Coordinator should expect to work 50-60 hour weeks and possibly more during a medical mission.

**OWS Values: Spirit of Service, Compassion, Excellence, Community, Education, & Responsibility**

### **Supervisor and Department**

- Supervisor: Clinic Manager
- Department: Holy Family Surgery Center

### **Key Responsibilities**

- Coordinate the care of all Surgery Center patients by:
  - fielding calls and requests for appointments,
  - maintaining an organized waitlist and database of patient information,
  - interacting with the Medical Director and General Physicians to select and template patients for surgeries
  - scheduling patients for clinic and surgery appointments,
  - responding to patients' concerns, and
  - being aware of and scheduling necessary follow-up care
- Perform opening and closing responsibilities during both medical mission and non-medical mission weeks
- Manage patient flow on clinic and surgery days as well as during medical missions
- Assist periodically during clinic and surgery days by helping prepare and clean the clinic and ORs
- Complete all tasks necessary to prepare the Surgery Center for visiting medical missions via coordination with all the departments on the ranch, the doctors in the United States, and agencies in Honduras
- Act as a key liaison during medical missions by responding to the questions of participants
- Help with or lead other projects and activities at Holy Family Surgery Center when necessary
- Facilitate communication between an interdisciplinary, international, and multilingual team

### **Knowledge, skills, experience and abilities**

- Spanish language skills
- Bachelor's degree in any health-related field (premed, biology, chemistry, public health, etc.)
- Medical or health industry experience (volunteering in a hospital, shadowing a physician, or preferably time spent in a surgery center or operation room)
- Organizational and time-management skills to plan and maintain patient schedule, as well as documentation and reports
- Ability to work collaboratively in a team, but also take initiative and work independently
- Microsoft Office literate
- Organized and willing to take initiative to start and maintain new programs



### **NPH Mission**

Nuestros Pequeños Hermanos, inspired by Christian values, strives to create a loving and safe family environment for vulnerable children living in extreme conditions. Through comprehensive education, healthcare and spiritual formation, we give the children the opportunity to develop their potential, shaping better futures for themselves, their families and their communities.

### **NPH Vision**

A world without poverty where all children develop their unique potential, becoming productive members of society serving their community.

### **NPH Values**

NPH is guided by the following core values:

- *Love & Security:* manifested in the safety and stability of the family and realized by profound personal engagement in preparation for meaningful life and gainful employment.
- *Responsibility:* learning to be responsible and to respond to the needs of others, both individually and collectively.
- *Sharing:* developing kindness, empathy and care for others, through what we say and do.
- *Work:* learning to contribute to one's family and community on the path to independence.
- *Faith & Service:* putting Christian values into action.