



Position: Visitor Coordinator
Time Commitment: June 2022 to July 2023

Mission:

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.

Vision:

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

NPH is guided by the following core values:

- Love and security: Manifested in the safety and stability of the family and realized by profound personal engagement in preparation for meaningful 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 and Service: Putting Christian values into action.

One World Surgery:

One World Surgery is a Non-Government Organization working in the Dominican Republic to build an ambulatory surgical center located on the grounds of Nuestros Pequeños Hermanos DR. Planned to open in early year 2021, the surgery center will have full time Dominican staff that will perform surgeries all year round with US staff and volunteering surgeons and medical staff routinely visiting the site for week long medical missions. One World Surgery also currently hosts week-long Primary Care Missions out in the communities.

Overview:

The Visitor Coordinator will serve as the main hospitality contact for visitors during individual and group visits to the NPH home. This will also include visitors during the Primary Care Medical Missions hosted by One World Surgery accommodated by NPH until the opening of the surgery center in 2021.

As the visitor coordinator, this person will be the point of contact for planning and execution of schedule during visiting individuals and groups from NPH while supporting the local OWS operations team to coordinate their Medical Mission groups.

Schedule: This is a full-time position. The Visitor Coordinator will work from 8.00AM-4.00PM and will have to work evenings when there are visitors. This will also include some weekends when visitors are present. When there are no visitors, the VC will work to coordinate future medical missions and groups.

Reports to:



- National Director, Nuestros Pequeños Hermanos
- Programs Coordinator of One World Surgery

Key Responsibilities:

Operations

- Communicate with affiliated NPH offices and NPHI VC team for pre and post trip planning for all NPH visitors, and with OWS local staff team for OWS visitors,
- Assist with pre-trip planning logistics such as scheduling airport transportation, developing room assignments, providing appropriate NPH staff with meal numbers and allergy information, etc.
- Send out required forms for NPH visitors and help organize their schedule,
- Schedule evening speakers and activities for medical missions,
- Recommend and implement improvements to evening programming,
- Time allowing, support OWS DR Programs Coordinator and OWS Communications volunteer.

Hospitality

- Serve as a face and a representative of Nuestros Pequeños Hermanos and One World Surgery,
- Create a warm and welcoming environment in the visitor housing, ensuring a positive and impactful experience for all visitors,
- Conduct tours of visitor housing, and orient visitors and volunteers to amenities and policies,
- Respond to questions and requests from visitors, and remind visitors of NPH and OWS policies,
- Update visitors regarding the schedule and any other important information via verbal and written announcements,
- Engage with visitors throughout their stay to enhance their experience and deepen their relationship to NPH and OWS,
- Serve as hospitality point of contact and resolve any hospitality-related issues including speaker cancellations, transportation issues, room assignments, schedule changes, maintenance issues, etc.
- Greet volunteers at the airport, oversee volunteer departure, conduct tours of the NPH property, and assist with orientations.

Core Competencies:

- Commitment to the missions of Nuestros Pequeños Hermanos and One World Surgery,
- Full professional fluency in English and basic level of spoken and written Spanish,
- Ability to stay diligent and be flexible with working hours, especially when groups are present,
- Outgoing, high-energy, friendly, and charismatic personality,
- Strong public speaking and presentation skills and previous experience speaking in front of groups,
- Outstanding communication and interpersonal skills,
- Ability to work collaboratively in a team and to take initiative and work independently,
- Ability to manage stressful situations well and to quickly and creatively solve problems that may arise,



- Excellent organizational and time management skills,
- Interest in learning about fundraising and donor engagement and willingness to be coached in these areas,
- Comfortable communicating by email, WhatsApp, and video conferencing platforms and using Microsoft Word, Excel, and PowerPoint.