



# NPH International



**Position**

Program Assistant at the Holy Family Surgery Center

**Time Commitment**

June 2022 to July 2023

**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.

**Vision**

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

**Overview**

The Holy Family Surgery Center is an ambulatory surgical center funded through One World Surgery ([www.oneworldsurgery.org](http://www.oneworldsurgery.org)) and 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 over 60 life-changing surgeries for Hondurans who would otherwise go without treatment. The Moscatti Center is a conference center also managed by One World Surgery that houses medical mission volunteers and serves as a venue for educational trainings and workshops.

The Program Assistant supports One World Surgery's three programs in Honduras: the Holy Family Surgery Center, Medical Missions, and Education. The Program Assistant supports medical mission pre-arrival tasks and on-site coordination, serves as a liaison between HFSC and NPH, manages nonmedical (general) volunteers, and assists with education program events and surgery center projects.

The typical work hours are from 7:30 am – 4:00 pm, but evening and weekend hours may be required during medical missions. The Program Assistant will spend approximately 75% of his/her time on medical missions and education program coordination and volunteer management duties. The other 25% will be spent completing special projects and other responsibilities in the surgery center.

**Supervisor and Department**

- Supervisor: OWS-HN Hospitality Manager & HFSC Administrative Director
- Department: Holy Family Surgery Center, One World Surgery

**Key Responsibilities**

October 28, 2021



- Medical Missions Coordination
  - Coordinate overall medical mission week schedule with the HFSC and Moscati Center teams
  - Communicate with ranch kitchen about lunch for visitors
  - Coordinate any activities outside of the surgery center, including godchildren's attendance at dinners
  - Conduct tours of the NPH ranch
  - Resolve any issues with ranch departments
  - Oversee in-kind donations for NPH brought by OWS visitors: manage and update wish lists, organize and distribute donations appropriately
- General Volunteer Management
  - Work with HFSC and Moscati Center staff and NPH departments prior to each mission to identify current needs (one-time projects or recurring duties) that can be filled by volunteers
  - Match general volunteers to available projects and coordinate project logistics (i.e. supply purchasing, securing interpreter, etc.)
  - Update general volunteer assignments and sign-up templates according to the needs of each trip
  - Train and manage general volunteers
  - Support general volunteers in surgery center and respond to any questions or concerns
  - Take general volunteers to ranch workstations and orient them to their duties
- Education Program & Surgery Center Coordination
  - Collaborate with HFSC and Moscati Center teams to coordinate logistics for education workshops and events
  - Assist with opening and closing shifts in the surgery center
  - Complete special projects in the surgery center (i.e. inventory, wait list management, data analysis)
  - Maintain inventory and manage supply of medical missions snacks in surgery center

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

- Must speak fluent English and have conversational Spanish language skills
- Experience in hospitality or customer service
- Superior attention to detail
- Friendly and welcoming
- Ability to work collaboratively in a team, but can also take initiative and work independently
- Flexibility and creativity
- Organizational, time-management, and problem-solving skills
- Interest in healthcare is a plus



# NPH International



## 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.