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## One World Surgery Program Associate

### About the Organization

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 and primary care and helping hundreds of physicians, nurses and others contribute to making a positive impact in global health.

One World Surgery is an Equal Opportunity Employer that is committed to a diverse workplace. We strongly encourage people of color, people with disabilities, women, and LGBTQ+ candidates to apply.

### Position Summary

As our medical missions program expands into the Dominican Republic, One World Surgery is adding a second Program Associate to the team.

The Program Associate provides administrative, operational, and logistical support for One World Surgery's growing medical missions program in Honduras and the Dominican Republic. The Program Associate communicates frequently with prospective and current volunteers to ensure that they are fully prepared and informed and that OWS has all the information necessary for safe and successful missions. This position also works closely with our teams in Honduras and the Dominican Republic to coordinate on-site logistics.

### Essential Functions

#### Volunteer Recruitment, Coordination, and Support

- Responds promptly to inquiries by phone and email regarding OWS's medical missions program
- Oversees volunteer application process for on-site and virtual opportunities through the Regpack system and follows up with volunteers to ensure all of their information and documents are received prior to their trip
- Guides volunteers from pre to post mission through a series of email communications, trip resources, and pre-trip calls
- Develops relationships and maintains frequent communication with medical mission partners and trip leaders
- Serves as a liaison between volunteers and partners and local hospitality and clinical teams
- Collaborates with local teams to develop agendas for site visits
- Supports the Senior Manager, Missions & Operations with development of annual medical mission schedule for both sites and implementation of long-term recruitment strategy
- Tracks and promotes ongoing recruitment needs, ensuring critical roles are filled on each mission
- Manages available scholarship funds: promotes funding opportunities, reviews applications, and awards and tracks use of funds
- Oversees the volunteer fundraising platform (Empowered) and provides technical support to volunteers
- Supports relationship with travel management company and provides technical support to volunteers



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- Assists the Senior Manager, Missions & Operations with implementation of strategic initiatives to enhance the volunteer experience
- Assists Supply Chain Manager with in kind donation follow-up and shipping logistics
- Performs other administrative support for OWS programs, as needed

#### Data & Program Evaluation

- Imports medical mission volunteer data into the donor management system (Little Green Light) after each mission
- Records volunteer statistics after each mission
- Manages the post-trip survey, records data, and compiles data to share with team

#### Communications & Marketing

- Maintains medical missions page of website
- Updates medical mission materials and develops presentation decks
- Presents via phone, video call, or in-person about One World Surgery and the medical missions program
- Supports local hospitality teams with management of on-site gift shops

#### **Qualifications**

- Bachelor's degree
- At least 3 years of administrative or customer relations experience
- Interest in non-profit sector and passion for service and global health
- Excited to work on a diverse team that spans multiple countries
- Meticulous attention to detail and excellent organizational skills
- Ability to manage and prioritize multiple projects and responsibilities at once
- Exceptional time-management skills with the ability to consistently meet deadlines
- Ability to confidently represent OWS and the medical missions program to a variety of stakeholders
- Track record of quickly learning new technologies
- Outstanding verbal and written communication skills
- Bilingual (verbal and written) in English and Spanish preferred
- Experience working, volunteering or living in a multicultural environment preferred

**Status:** Full time. Exempt from the provisions of wage and salary regulations. Salary range: \$43,000-\$50,000 with comprehensive benefits package. Based in Deerfield, IL with opportunity for partial remote work (currently as well as non-pandemic times). Occasional evening/weekend hours and some domestic and international travel required (approximately 2-4 weeks/year).

**Start Date:** January 3, 2022

**To Apply:** Please complete the form and submit your resume and cover letter [here](#).