



Service. Healing. Transformation.

Volunteer Engagement Coordinator, Dominican Republic

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. With the support of 100 global teammates, One World Surgery hosted nearly 50 medical missions and over 1,000 volunteers in Honduras and the Dominican Republic in 2022.

One World Surgery has a strong mission-oriented and values-based culture with passionate and highly-engaged teammates across the Dominican Republic, Honduras, and the United States. We embody the spirit of service and seek to learn and continuously improve in order to expand our impact on patients, volunteers, and communities. We foster supportive working environments where teammates can utilize their skills and grow professionally. We regularly connect as a global team to celebrate personal and organizational milestones.

Position Summary:

The Volunteer Engagement Coordinator is responsible for the planning and oversight of non-clinical (general) OWS volunteer activities and in-country development and communications initiatives. This role is a member of the Programs team, but also works closely with the hospitality team, surgery center teammates, and US Development and Communications team.

Reports to: Senior Director, Programs Strategy

Key Responsibilities

Project Management of General Volunteer Program

- Identify community and patient needs and design safe and engaging general volunteer activities (one-time and recurring) in partnership with OWS health promoters and physicians, NPH Project Coordinator, and community leaders
- Coordinate with Hospitality Manager, volunteer shift leads, NPH Visitor Coordinator, and NPH Projects Coordinator prior to each mission
- Coordinate with medical mission trip leader(s) to identify high priority activities and a general volunteer "point person" to support with volunteer coordination
- Develop process for prioritizing and selecting projects and recipients
- Prepare project proposals to include scope, timeline, and budget for approval by the Programs Manager
- Manage long-term general volunteer project timelines, project plans, and statuses (as needed)



Service. Healing. Transformation.

- Coordinate logistics related to general volunteer activities including purchasing of materials, planning activities, and communicating with NPH and OWS staff to coordinate activities in the various shift areas
- Update general volunteer assignments according to the needs of each trip
- Identify and match general volunteers with special skills to relevant projects
- Manage general volunteer shift sign-ups, supervise and direct general volunteers during their shifts, support shift changes, and answer questions
- Document general volunteer activities and projects by maintaining statistics, photos, and impact stories
- Ensure patient safety and sterility by educating general volunteers on OWS policies (OR scrub and observation policy, media policy), and observing and enforcing adherence to these policies
- Provide training to volunteers on specific volunteer tasks as needed
- Provide onsite supervision of projects to ensure volunteer safety and completion of projects by deadline
- Ensure volunteers are spaced out across stations to prevent crowding in the surgery center and ORs
- Serve as communication link between Surgery Center staff, hospitality staff, and general volunteers during their mission week
- Consistently communicate and coordinate with general volunteer point person
- Develop and maintain accurate and engaging general volunteer orientation materials and conduct general volunteer presentations and orientations
- Partner with Hospitality team to develop engaging and informative evening programming to promote long term volunteer engagement
- Improve the volunteer experience based on feedback received from volunteers

Volunteer Engagement

- Create a warm and welcoming environment, ensuring a positive and impactful experience for all visitors
- Engage with visitors throughout their stay to enhance their experience and deepen their relationship to OWS
- Respond to questions and requests from visitors, and remind visitors of OWS and NPH policies
- Report any incidents with volunteers or staff to Hospitality Manager

Development and Communications

- In partnership with OWS Communications team and social work team, gather and translate compelling stories through patient, volunteer and staff member interviews
- Take photos of patients, medical mission volunteers, and staff during medical mission weeks
- Assign general volunteers to support patient interviews and photography
- Coordinate custom activities and visits for new partners and donors



Service. Healing. Transformation.

- Contribute to monthly development and medical mission team calls
- Send thank you cards to volunteers and local donors
- Support growing donor relation initiatives in Dominican Republic

Other Hospitality Team Activities (periodic, as needed)

- Support with greeting volunteers at the airport and overseeing volunteer departure
- Conduct tours of the NPH property and Moscati Center and lead volunteer orientations
- Support design of evening programming and support education programming
- Support Medical Missions and hospitality team with coordination and logistics and communicating with volunteers via email

Required Qualifications

- 2+ years of administrative and coordination or logistics experience & 1+ year in project management including developing and managing budgets
- Fluent in both spoken and written Spanish; Advanced English language skills
- Ability to drive and valid license
- Skilled in programs such as Word, Excel, PowerPoint, etc.
- Outstanding communication and interpersonal skills
- Ability to work collaboratively in a team, but can also take initiative and work independently
- Ability to manage stressful situations and quickly and creatively solve problems
- Excellent organizational and time management skills with the ability to manage multiple tasks
- Meticulous attention to detail
- Goal and results-oriented
- Public speaking skills and previous experience speaking in front of groups

Preferred Qualifications

- Experience in hospitality or customer service
- Experience in organizing community projects or with construction projects
- Experience in an NGO or medical mission program
- Strong analytical and critical thinking skills
- Interest in healthcare
- Experience working, volunteering, or living in a multicultural environment
- Access to a personal vehicle

Status:

Full time with benefits according to local laws. Based just outside of San Pedro de Macorís, Dominican Republic. Occasional nights and weekends required.

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