



Service. Healing. Transformation.

Program Manager, 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 Program Manager is a passionate, high-energy and inspiring leader of the Program team who will ensure One World Surgery programs in the DR are designed, implemented and evaluated for maximum impact. This includes oversight of One World Surgery's Medical Mission and Education programs as well as the organization's research efforts and new programming to enhance engagement of non-clinical volunteers. In addition, the Program Manager will support stewardship efforts to ensure successful partnerships with US supporters, as well as local governmental and non-governmental entities.

Reports to: Senior Director, Programs Strategy

Key Responsibilities

Program Oversight & Expansion

- Lead development and ensure success of annual plans for Medical Mission and Education programs in the DR.
- Lead efforts to maximize impact by expanding programs and innovating new program components.
- Ensure program goals align with the organization's Strategic Plan and long-term goals.
- Guide Program Managers to ensure programs are implemented to the highest quality possible.
- Assist Program Managers with decision making and troubleshooting of day-to-day challenges related to their programs.
- Support Program Managers with budget development, oversight, and decision making to ensure adherence to budget and appropriate use of program funds.
- Work with Education Program Coordinator to ensure program continues to grow and formalize, engaging with efforts to increase legitimacy and awareness of program, helping define program parameters and developing plan to evaluate success.



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- Work with Volunteer Engagement Coordinator to design and implement new program for non-clinical volunteers by helping develop special projects to engage with these volunteers to meet organizational needs.
- Evaluate current systems, structures, policies, and staffing for ability to support program growth, suggesting and implementing changes as needed.

Research & Program Evaluation

- Oversee Research team, ensuring projects align with organizational goals, have clinical approval (as applicable), reasonable timelines, and appropriate resources in place.
- Collect, analyze, and report out on program and clinical quality metrics and indicators.
- Ensure programs and clinical services are regularly monitored and evaluated for desired results.
- Help manage relationships with vendors supporting data collection as well as initiatives to improve or modify data collection within these systems.
- Actively participate in Medical Missions and educational programming to identify opportunities for improvement and ensure participant satisfaction.
- Support and lead initiatives to enhance program quality, efficiency, and effectiveness.
- Support with ensuring programs and clinical services align with global health best practices.

Partner Stewardship & External Engagement

- Organize and host leadership site visits from current and prospective partners both during and beyond medical missions to cultivate relationships, learn about partner goals and anchor future funding.
- Support with partner stewardship by maintaining awareness of key partners and their goals, tracking, reporting, and ensuring partner metrics, while also communicating when local situations may impact goals.
- Represent One World Surgery during medical missions, actively building relationships with medical mission participants.
- Participate in monthly development meetings and ensure information for US communication efforts is readily available.
- Pursue and maintain relationships with local partners to expand awareness and support of One World Surgery's mission and global fundraising initiatives.

Leadership & Collaboration

- Represent One World Surgery and Program team locally, nationally, and globally as needed.
- Lead Program team, fostering a collaborative, productive, and positive working environment.
- Promote growth of Program team through hiring, training, coaching, feedback, performance evaluations, and professional development opportunities.
- Directly address interpersonal and performance issues with Program Managers and support with issues among their teams.



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- Ensure proactive and healthy communication among Program team and across entire DR team, guaranteeing that other departments are aware of and in support of Program activities.
- Serve as a liaison between Medical Mission Hospitality team and Clinical team, as well as between local and US team, to ensure alignment and active communication about all Program activities.
- Support leaders of Clinical, Operations, and Finance teams as needed to ensure high quality patient care and maximize impact.

Required Qualifications

- 3-5+ years of experience coordinating programs; experience with healthcare or non-profit organizations a plus
- Fluent in both spoken and written Spanish; Advanced English language skills
- Skilled in programs such as Word, Excel, PowerPoint, etc.
- Outstanding verbal and written communication skills
- Independent worker who takes initiative; Detail-oriented, organized, and responsible
- Ability to manage multiple assignments or projects and thrive in an evolving, fast-paced environment
- Adapts to changing and growing organization
- Seeks opportunities for professional growth by identifying own learning needs
- Communicates, interprets, and promotes the goals of One World Surgery

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](#).