Volunteer Engagement Coordinator

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 hosting 50 medical missions and 1,500 volunteers in Honduras and the Dominican Republic this year.

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: Programs Manager (Honduras)

Key Responsibilities
Project Management of General Volunteer Program

- Identify community and patient needs to design safe and engaging general volunteer activities (one-time and recurring)
- 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 and signups according to needs
- Coordinate with Hospitality Manager, volunteer shift leads, and OWS partner, Nuestros Pequenos Hermanos (NPH) prior to each mission
• 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
• Manage long-term general volunteer project timelines, project plans, and statuses (as needed)
• Document general volunteer activities and projects by maintaining statistics, photos, and impact stories
• Ensure patient safety and sterility by training general volunteers on volunteer tasks and OWS policies (OR scrub and observation policy, media policy); observe and enforce adherence to these policies
• Provide onsite supervision of projects to ensure volunteer safety and completion of projects by deadline
• Serve as communication link between Surgery Center staff, hospitality staff, and general volunteers during their mission week
• 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
Support coordination of custom activities and visits for new partners and donors
Contribute to monthly development and medical mission team calls
Support growing donor relation initiatives in Honduras

Other Hospitality Team Activities (periodic, as requested)
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
Support education programming
Support Medical Missions and hospitality team with coordination and logistics and communicating with volunteers via email

Required Qualifications
Passionate about the missions of One World Surgery and Nuestros Pequeños Hermanos
At least 1 year of administrative experience and coordination or logistics experience
Full professional fluency in English and Spanish (oral and written)
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
Flexibility and a positive attitude
Excellent organizational and time management skills with the ability to manage multiple tasks at once
Meticulous attention to detail
Goal and results-oriented
Strong technology skills and ability to learn new technologies quickly; comfortable using email, video conferencing, and Word, Excel (including formulas), PowerPoint, and databases
Previous experience interacting with North Americans or native English speakers
Outgoing, high-energy, friendly, and charismatic personality
Strong public speaking skills and previous experience speaking in front of groups
Preferred Qualifications

- Experience in hospitality or customer service
- Experience in organizing community projects
- Experience in an NGO or medical mission
- 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 in La Venta Nueva, Honduras. Occasional nights and weekends required.

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