



Service. Healing. Transformation.

Medical Missions Program Associate

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 nearing completion. 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 more than 100 global teammates, One World Surgery hosted over 50 medical missions and over 1,500 volunteers in Honduras and the Dominican Republic in 2023.

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 Overview

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 trip leaders, prospective volunteers, 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 with our teams in Honduras and the Dominican Republic to coordinate on-site logistics.

Reports to: US-based Programs Manager

Key Responsibilities:

Volunteer Recruitment, Coordination, and Support (90%)

- Manage 15-20 medical mission trips throughout the year, which includes the following responsibilities:
 - Serve as trip leader main point of contact and ensure trip leaders are fully oriented to their role and responsibilities
 - Develop relationships and maintain frequent communication by phone and email with medical mission partners and trip leaders
 - Respond to volunteer inquiries via emails and phone calls
 - Oversee volunteer application process for medical mission trips and follow up with volunteers to ensure all of their information and documents are received prior to their trip



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- Guide volunteers from pre to post mission through a series of email communications, trip resources, and pre-trip calls
- Support with STEP registration and purchase volunteer travel insurance prior to trips
- Serve as a liaison between volunteers/partners, local hospitality, and clinical leadership
- Manage available scholarship funds earmarked to the 15-20 trips: promote funding opportunities, review applications, and award and track use of funds
- Support relationship with travel management company and provide technical support to volunteers as needed
- Support volunteers with transportation requests and coordinate with local team to arrange logistics for transportation outside normal volunteer travel windows
- Support the physician affiliation, credentialing, and medical mission permitting process to ensure doctors are accredited and licensed to volunteer; this may include facilitating background checks and communicating with local partners
- Clean up medical mission trip roster data and manage trip reports
- Support medical mission recruitment strategy
 - Support implementation of Medical Mission team long-term recruitment strategy
 - Track and promote ongoing recruitment needs, ensuring critical roles are filled on each mission
 - Refresh the recruitment and medical mission materials and website annually
 - (As requested) present about OWS and the medical missions program
- Availability to be on-call at least one weekend per month (Friday evening-Sunday evening during waking hours); this entails supporting volunteers and Honduras/DR teammates remotely in the event of major travel delays or unforeseen circumstances during volunteer travels. On-call teammates must have consistent access to Whatsapp while on-call and be able to respond to a message/call within 30 minutes.
- Perform other administrative support for OWS programs, as needed

Program Evaluation and Continuous Improvement (10%)

- Record volunteer statistics after each mission
- Manage the post-trip survey, records data, and compiles data to share insights and improvement opportunities with the team
- Assist with implementation of strategic initiatives to enhance the volunteer experience

Required Qualifications

- At least 3 years of administrative or logistics experience
- Strong English (written and verbal) skills
- 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



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- 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
 - Ability to quickly learn new technologies
 - Outstanding verbal and written communication skills
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- **Requirements for Remote Candidates**
 - Reliable, fast, and secure home internet connection to support remote work requirements, including frequent video calls
 - Consistent access to electricity and a contingency plan in case of electricity outages
 - Consistent access and ability to use Whatsapp through a personal cell phone (which can be used for work-related communications) and an OWS-provided laptop computer
 - A dedicated and quiet workspace to ensure focus and productivity during working hours
 - Ability to travel and work at OWS site in San Pedro de Macoris at least 1-2 times per month as requested

Preferred Qualifications

- Ability to work in a hybrid environment, example 2 days work from home (remote), 3 days onsite in San Pedro de Macoris
- Bachelor's degree
- Experience in customer service
- Strong analytical and critical thinking skills
- Experience working, volunteering, or living in a multicultural environment
- Prior experience and demonstrated success in previous remote positions

Location: This role is remote or hybrid, with a preference for candidates who can work in a hybrid environment. The selected candidate will work from home 2-5 days per week (the specific number of days will be discussed during the interview process). The candidate must be based in the Dominican Republic with ability for occasional site visits – for mandatory team events and meetings- to our location in San Pedro de Macoris, Dominican Republic.

Status: Full-time. Monday-Friday, 8-4pm CST, occasional nights and weekends as requested

Benefits: One World Surgery provides all benefits as required by Dominican law.

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