



**Position**

Programs Assistant at One World Surgery

**Time Commitment**

**Mission**

Nuestros Pequeños Hermanos, inspired by Christian values, strives to create a loving and safe family environment for vulnerable children living in extreme conditions. Through comprehensive education, healthcare and spiritual formation, we give the children the opportunity to develop their potential, shaping better futures for themselves, their families and their communities.

**Vision**

A world without poverty where all children develop their unique potential, becoming productive members of society serving their community.

**Overview**

One World Surgery's Holy Family Surgery Center (HFSC) in Honduras is located on the 2,000 acre ranch of the children's home Nuestros Pequeños Hermanos (NPH). A Honduran team provides consults and surgeries at the facility year-round. The center also hosts medical mission trips during which teams of volunteers (generally from the U.S.) perform consults and surgeries in additional specialties. HFSC hosts an average of 2 medical mission teams each month, with up to 60 volunteers per team.

The Program Assistant supports One World Surgery's programs which include medical missions (hospitality), volunteer engagement, education, and research. This role will primarily focus on medical missions and volunteer engagement but may include supporting some education and research initiatives. This role will be located at the Moscati Center. The Moscati Center, a conference center located on the property, provides accommodations for the medical mission teams and serves as an event venue for educational programming. The Programs Assistant plays a crucial role in ensuring an impactful experience for all visitors by creating a warm, inviting, and safe atmosphere in the Moscati Center.

**Supervisor and Department**

- Supervisor: Hospitality Manager
- Department: One World Surgery (Moscati Center)

**Key Responsibilities**

**Programs: Medical Missions, Hospitality & Volunteer Engagement (80%)**

- Create a warm and welcoming atmosphere at the Moscati Center, ensuring a positive and impactful experience for all visitors (volunteers)



# NPH International



- Conduct guided tours of the Moscati Center and NPH property, and orient visitors on services and policies.
- Respond to volunteer's questions and requests and remind them of policies.
- Engage with visitors throughout their stay to enhance their experience and deepen their relationship with OWS.
- Coordinate the entry and exit of volunteers at the airport.
- Coordinate transport and security teams for the transfer of more than 40 people.
- Serve as the point of contact for the hospitality team and resolve any hospitality-related issues during shifts
- Develop housing assignments for volunteers and staff for each mission.
- Lead medical missions' dinners and evening programs, including dinner preparation and cleanup, speaker presentations, announcements, and general volunteer registration.
- Help coordinate, inventory, and distribute volunteer donations to NPH.
- Manage customs documents related to the entry of donations into the country.
- Support the Hospitality Manager with purchasing, shopping lists, menus, quotes, budgets, and check requests.
- Help coordinate non-clinical volunteer activities
- Help facilitate communication between clinical team, hospitality team, US programs teams (medical missions), and volunteers

## **Education, Research, & Communications (20%)**

- Collect information, stories, and images to share with US Communications team
- Lead hospitality and surgical center orientations (presentations)
- Develop and schedule presentations and activities that ignite the spirit of service and strengthen volunteers' connection to OWS
- Write and edit patient and volunteer stories for multiple audiences, as requested
- Support Honduras Programs Manager in partner stewardship, such as designing itineraries for special visitors and responding to donor inquiries
- Support OWS Education and Research initiatives, as requested

## **Knowledge, skills, experience and abilities**

- 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 basic Spanish (oral and written)
- Outstanding communication and interpersonal skills



# NPH International



- 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
- 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
- Strong technology skills and ability to learn new technologies quickly; comfortable using email, video conferencing, and Word, Excel (including formulas), PowerPoint, and databases

## **Preferred Qualifications**

- University degree in relevant field (i.e. hospitality, tourism, English)

## **Values**

NPH is guided by the following core values:

- *Love & Security*: manifested in the safety and stability of the family and realized by profound personal engagement in preparation for meaningful life and gainful employment.
- *Responsibility*: learning to be responsible and to respond to the needs of others, both individually and collectively.
- *Sharing*: developing kindness, empathy and care for others, through what we say and do.
- *Work*: learning to contribute to one's family and community on the path to independence.
- *Faith & Service*: putting Christian values into action.