



Position

One World Surgery Program Assistant (Dominican Republic)

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 (www.oneworldsurgery.org) runs an ambulatory surgery center and primary care field clinics and is located on the grounds of NPH Dominican Republic. The surgery center has a full-time Dominican staff that performs primary care field visits year-round. The surgery center is set to open in summer 2024 and surgeries will be performed year-round. Teams of approximately 20-50 people from the US routinely visit the surgery center for week-long volunteer medical missions. During medical missions, clinical and nonclinical participants come together to support primary care field clinics and serve patients who require surgical care. Non-clinical volunteers also support community health projects focused on addressing social detriments of health in OWS patient communities. Mission participants are housed in the Visitor Center which includes 23 bedrooms, a kitchen, office space, and a conference center for educational trainings and workshops.

The Program Assistant supports One World Surgery's programs: medical missions, volunteer engagement, education, and research.

The typical work hours are from 7:30 am – 4:00 pm, but evening and weekend hours may be required during medical missions. The Program Assistant will spend approximately 85% of their time on program duties related to medical missions, education, and research. The other 15% will likely be spent on development and communication projects that support our programs.

Supervisor and Department

- Supervisor: Programs Manager
- Department: Programs, One World Surgery

Key Responsibilities

- **Programs: Education and Research (30%)**
 - Support Education workshops and trainings which typically take place during medical mission trips
 - Support the quality assurance program, including general data collection, surveying patients on their experience, and tracking clinical outcomes
 - Support any additional research projects that may arise, including data collection and analysis

- **Programs: Medical Missions and Volunteer Engagement (60%)**
 - Lead Community Health Project (CHP) missions and manage non-clinical (general) volunteers during medical missions
 - Lead planning and design of CHPs in partnership with DR/US Program Managers and NPH Project Coordinator
 - Acquire price quotes, develop budgets, and project manage the execution of CHPs
 - Create the schedule and daily assignments for general volunteers during medical missions
 - Print the volunteer 'special skills' report and engage volunteers with special skills in appropriate activities (e.g. photography)
 - Lead general volunteer orientations
 - Support primary care and surgical medical missions, as requested, to ensure success; tasks may include:
 - Printing nametags
 - Supporting set up and take down
 - Filling gaps in volunteer stations and serving as a translator
 - Directing rotation of breaks
 - Lead end of day volunteer debriefs
 - Assist with training volunteers: Attend and support portions of Sunday orientation related to non-clinical volunteers, and other areas as requested.
 - Deliver evening presentations as requested
 - Support the hospitality team to ensure volunteers have a superior experience: respond to questions, remind volunteers of policies and daily schedules, and engage with visitors during their stay
 - Help facilitate communication between DR clinical team, DR hospitality team, US/DR programs teams, and volunteers

- **Development and Communications (10%)**
 - Collect information, stories, and images to share with US Communications team
 - Write and edit patient and volunteer stories for multiple audiences



- Support DR Programs Manager in partner stewardship, such as designing itineraries for special visitors to the DR and responding to donor inquiries and requests

Desired Knowledge, skills, experience and abilities

- Must speak fluent English and have conversational Spanish language skills
- Superior attention to detail
- Friendly and welcoming
- Ability to work collaboratively in a team, but can also take initiative and work independently
- Flexibility and creativity
- Organizational, time-management, and problem-solving skills
- Interest in healthcare is a plus
- Customer service experience is a plus

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.