



Service. Healing. Transformation.

Program Manager, Medical Missions

About the Organization

One World Surgery (OWS) is a global nonprofit organization with the vision of a world committed to safe, timely and accessible surgical and primary care. One World Surgery's three cornerstone programs include operating global medical centers, leading medical missions, and supporting local medical communities through education and training. OWS funds and operates the world-class Holy Family Surgery Center in Honduras and the Saint Mother Teresa Medical Center in the Dominican Republic. Our mission is equally focused on providing access to medical care and igniting the spirit of service. We are 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 on global health.

At One World Surgery, our teammates are passionate about our mission; the work we do and the people we serve energize us. Our values guide how we perform our work, and they shape our organizational culture. We embrace a growth mindset, constantly learning and sharing knowledge (*Education*). We are committed to achieving ever-higher standards and impactful results (*Excellence*). We promote accountability and reliability, both personally and collectively (*Responsibility*). We seek opportunities to serve others (*Spirit of Service*) and treat others and ourselves with dignity, respect, and grace (*Compassion*). We foster a sense of community with our volunteers, partners, donors, and patients, valuing different perspectives and cultures (*Community*).

Position Summary

The Program Manager leads One World Surgery's growing Medical Missions program and team. The Medical Missions team works closely with DR-based staff and key stakeholders, consisting of returning and new partners, to optimize our capacity for service and impact in the Honduras and the Dominican Republic. The Program Manager provides direct leadership, coaching, and day-to-day management of the Medical Missions team and supports the development of a strong culture rooted in a commitment to continuous improvement, learning, and growth. The Program Manager is responsible for the program's overall success, impact, and growth.

Reports to: Programs Director

Supervises: Three DR based Program Coordinators, and one DR based Program Assistant

Key Responsibilities

Medical Mission Program Management

- Oversee program activities, policies, and procedures and meet program goals and key performance indicators
- Serves as Medical Missions representative to collaborate across departments, including Development, Operations, and Hospitality, to ensure robust and effective communication, alignment, and efficiency
- Lead strategic initiatives to support program growth and continuous improvement
- Develop and manage annual medical missions budget across all locations



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- Regularly evaluate medical mission program activities to increase volunteer satisfaction, improve efficiency, reduce costs and optimize use of resources
- Lead the process to create annual medical mission schedule for Honduras and the Dominican Republic in collaboration with US leadership and local teams
- Monitor and respond to safety and security situations and manage medical missions risk response plans in coordination with the Programs Director
- Support local teams in developing an impactful volunteer experience
- Manage relationships with vendors (i.e. registration software, travel management company, fundraising platform, background checks)
- Responsible for generating key reports that demonstrate impact of Medical Mission team
- Oversees medical credentialing process for providers, including the apostille process required through US-based Secretary of State (SOS) offices

Volunteer Recruitment and Partnerships

- Direct overall medical mission recruitment strategy and lead recruitment efforts
- Liaison closely with Director of Clinical Quality Services and Quality to identify the right mix of clinical staff and surgical sub-specialties to participate in missions each calendar year. This is based on local need, strategy, and organizational capacity
- Lead communication strategy with partners, which includes but is not limited to timely and effective communication related to partnership development, annual planning, trip planning, service expectations, feedback, and continuous improvement
- Implement strategies to reduce barriers to participation and ensure a welcoming environment on medical missions for individuals of all backgrounds
- Maintain relationships with current medical mission partners and develop new medical mission partnerships to support program needs
- Represent One World Surgery and the Medical Missions program during various presentations, conferences, and calls

Team Management

- Demonstrate inclusive and culturally sensitive leadership
- Promote team growth through hiring, training, coaching, feedback, performance evaluations, and professional development opportunities
- Facilitate strong communication and collaboration within the Medical Missions team and in coordination with the Hospitality team Support the team with problem solving and testing new ideas and innovations to reduce errors, streamline processes, create efficiencies, and better achieve OWS's mission
- Cross-trained in all pre-trip, on-site, and post-trip logistics to support team as needed
- Lead hiring process for Medical Missions team recruitment

Required Qualifications

- Bachelor's degree
- At least 3 years of experience managing a team, program, and/or volunteers (in a nonprofit preferred)
- Interest in non-profit sector and passion for service and global health
- Excited to work on a diverse team that spans multiple countries



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- Strong leadership, customer service orientation, critical thinking, communication, and problem-solving skills
- Meticulous attention to detail and excellent organizational and time management skills
- Ability to manage, prioritize, and delegate multiple projects and responsibilities
- Strong public speaking skills and ability to represent OWS to a variety of stakeholders
- Self-motivated and reliable to thrive in a remote work environment
- Flexibility to adapt to the evolving needs and priorities of a growing organization
- Occasional evening and weekend availability
- Ability to traveling internationally (Honduras and the Dominican Republic) and domestically (approx. 4-6 weeks per year)
- Bilingual (verbal and written) in English and Spanish
- Experience working, volunteering, or living in a multicultural environment

Location: Fully remote, may be located anywhere within the United States with preference for candidates who live near a major international airport.

Status: Full time. Exempt from the provisions of wage and salary regulations

Benefits: One World Surgery offers a competitive benefits package including group medical, dental, and vision plans; 401k with enhanced 4% employer match; employer paid life insurance; voluntary short and long-term disability insurance; Employee Assistance Program; 8 paid holidays; and unlimited Paid Time Off.

One World Surgery is an Equal Opportunity Employer and provides equal employment opportunities to all candidates without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, marital status, ancestry, physical or mental disability, veteran status, or any other legally protected characteristics. One World Surgery is committed to providing reasonable accommodations, as required by law.

Start Date: August 18

To Apply: Please submit an application [here](#).