



Service. Healing. Transformation.



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. 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 determinants 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 8:00 am – 4:00 pm, but evening and weekend hours may be required during medical missions. During medical missions the Program Assistant will work 4:00-9:00pm on some evenings, including Saturday or Sundays. Saturday evening and all-day Sunday is typical for a Primary Care mission. Sunday evening is typical for surgical missions. The Program Assistant will spend approximately 90% of their time on program duties related to medical missions, education, and research. The other 10% 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

Community Health Project & Volunteer Coordination (50%)

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- Support the Volunteer Engagement Coordinator 13 Month Volunteer in areas needing additional support
- Support planning and implementation of Community Health Projects (CHPs), with Program Managers and NPH staff.
- Collaborate with MM Coordinators, Mission Trip Leaders, and local DR team to create the schedule and daily assignments for general volunteers during medical missions.
- Identify and engage volunteers with special skills (e.g., photographers) to find meaningful ways for them to contribute and support local needs.
- Assist with clinical mission logistics: name tags, set-up, translation, and break rotations.
- Support creation of presentations and orientation sessions.
- Act as a communication liaison between volunteers and teams (clinical, hospitality, programs) when assigned.
- 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
- Support Volunteer Engagement Coordinator as needed with orientation for general volunteers (e.g. creation and updating of materials, logistics, presentations, etc.) and implement ideas for improvement.

Education and Research (30%)

- Assist with workshops and training sessions during medical missions.
- Support quality assurance by conducting patient experience surveys and tracking clinical outcomes.
- Share results and insights with OWS stakeholders.
- 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

Development and Communications (10%)

- Help facilitate communication between DR clinical team, DR hospitality team, US/DR programs teams, and volunteers
- Collect stories, quotes, images, and content from the field. Share this information with the Program Manager and Programs Director.
- Write and edit stories for communications, reports, and donor updates. Share this information with the Program Manager and Programs Director.
- Support DR Programs Manager in partner stewardship, such as designing itineraries for special visitors to the DR and responding to donor inquiries and requests
- Assist with high-level donor or partner visits and prepare itineraries as needed

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Orientation & Volunteer Experience (5%)

- Create, maintain, and continually improve orientation materials.
- Collect feedback and implement experience improvements from volunteers and participating community members.
- Help design and deliver evening engagement programs.

Hospitality & Logistical Support (As Needed) (5%)

- Assist with airport greetings and volunteer departures.
- Lead property tours and assist with room setups in conference spaces and gathering spaces as needed.
- Support communication with volunteers and hospitality teams during trips.

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.

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Classified as Confidential