



Service. Healing. Transformation.

**Program Manager
Dominican Republic
One World Surgery**

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 is a passionate, high-energy and inspiring leader of the Program team who will ensure One World Surgery programs in the DR are designed, implemented and evaluated for maximum impact. This includes oversight of One World Surgery's Medical Mission and Education programs, as well as the organization's research efforts and new programming to enhance engagement of non-clinical volunteers. In addition, the Program Manager will support stewardship efforts to ensure successful partnerships with US supporters, as well as local governmental and non-governmental entities.

Reports to: Programs Director

Supervises: Hospitality Manager, Hospitality Coordinator, Hospitality Assistant (currently vacant), Two 13-Month Volunteers

Location: One World Surgery's facilities are located on the property of Nuestros Pequeños Hermanos in San Pedro de Macorís.

Status: This is a Full-Time position located at our facilities just outside of San Pedro de Macoris. Evening or weekend hours may be required, especially during Medical Mission weeks.



Service. Healing. Transformation.

Key Responsibilities

Program Oversight & Expansion

- Lead development and ensure success of annual plans for Medical Mission and Education programs in the DR.
- Ensure Dominican Republic program goals align with the global program strategies, the organization's Strategic Plan, and long-term goals.
- Lead efforts to maximize impact by improving the quality, demonstrating results, and expanding and innovating new program components.
- Assist program team with decision making and troubleshooting of day-to-day challenges related to their programs.
- Leads and is accountable for programming and education budget development, oversight, and decision making
- Actively manage programming and education budget to ensure adherence to budget and appropriate use of program funds.
- Serves as lead and primary liaison for education strategy and initiatives, including workshops, symposiums, education efforts during mission weeks, etc.
- Expand, strengthen, and increase legitimacy of the education program through engaging local staff, community, and partners. Develop program parameters and plan to evaluate success.
- Work with Volunteer Engagement Coordinator (currently 13-month Volunteers) to design and implement processes to identify, coordinate, and execute special projects for non-clinical volunteers that meet organizational and community needs.
- Evaluate current systems, structures, policies, and staffing for ability to support program growth, suggesting and implementing changes as needed.
- Engage with local team and leadership to identify and act on opportunities for continuous improvement

Partner Stewardship & External Engagement

- Organize and host leadership site visits from current and prospective partners both during and beyond medical missions to cultivate relationships, learn about partner goals, and anchor future funding.
- Support partner stewardship by maintaining awareness of key partners and their goals. Create systems to track and report partner metrics, while communicating when local situations may impact goals.
- Represent One World Surgery during medical missions, actively building relationships with medical mission participants.
- Participating in development meetings and ensuring information for US communication and fundraising efforts is readily available.
- Pursuing and maintaining relationships with local partners to expand awareness and support of One World Surgery's mission and global fundraising initiatives.

Leadership & Collaboration

- Represent One World Surgery and Program team locally, nationally, and globally as needed.
- Lead Program team, fostering a collaborative, productive, and positive working environment.
- Exemplify OWS values through leadership practices, commitment to learning, and passion for OWS mission.



Service. Healing. Transformation.

- Promote growth of Program team through hiring, training, coaching, feedback, performance evaluations, and professional development opportunities.
- Directly address interpersonal and performance issues with program team.
- Demonstrate proactive and healthy communication across the entire DR team, guaranteeing that other departments are aware of and in support of Program activities.
- Serve as a liaison between Medical Mission Hospitality team and Clinical team, as well as between local and US team, to ensure alignment and active communication about all programming and education activities.
- Support leaders of Clinical, Operations, and Finance teams as needed to ensure high quality patient care and maximize impact.

Research & Program Evaluation

- Support research initiatives as needed to ensure projects align with organizational goals. Facilitate clinical approval (as applicable), reasonable timelines, and appropriate resources in place.
- Ensure programs are regularly monitored and evaluated for desired results. Collect, analyze, and report out on programming and education metrics.
- Help manage relationships with vendors supporting data collection as well as initiatives to improve or modify data collection within these systems.
- Actively participate in Medical Missions and educational programming to identify opportunities for improvement and ensure participant satisfaction.
- Support and lead initiatives to enhance program quality, efficiency, and effectiveness.
- Ensure program and education efforts align with global health best practices.

Required Qualifications

- Undergraduate/bachelor's degree
- Experienced and collaborative leader with at least 3 years of experience managing and leading a team
- Interest in nonprofit sector, with a passion for service and global health
- Strong critical thinking and problem-solving skills
- 5+ years of experience coordinating or managing programs; experience with healthcare administration or non-profit organizations a plus
- Fluent in both spoken and written Spanish; Full professional proficiency in English language skills
- Engaging and effective communicator with ability to interact with diverse stakeholders and promote mission and goals of One World Surgery
- Skilled in programs such as Word, Excel, PowerPoint, etc.
- Demonstrated ability to design, train, and implement standardized processes
- Understanding of research principles, methodologies, and data management
- Independent worker who takes initiative; Detail-oriented, organized, responsible, and able to meet deadlines
- Ability to manage multiple assignments or projects and thrive in an evolving, fast-paced environment
- Flexibility to adapt to the evolving needs and priorities of a growing organization



Service. Healing. Transformation.

Preferred Qualifications:

- Active Driver's License

Benefits: One World Surgery provides all benefits as required by Dominican law. One World Surgery also provides private employee bus service and lunch.

To apply, click [here](#).