



Service. Healing. Transformation.

Vice President of Operations

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 Vice President of Operations (VPO) leads the development and execution of an integrated global health operating model that advances clinical excellence, programmatic impact, effective resource management, and organizational sustainability as OWS scales.

As a member of the Executive Leadership Team, the VPO provides direct operational management and people leadership across operations, clinical services and quality, programs (medical missions, education, research), and in-country leadership teams in both Honduras and the Dominican Republic. The VPO partners closely with the Chief Medical Officers to ensure strong alignment between clinical excellence and operational execution, with the VPO holding direct authority for performance management, staffing, scheduling, compensation, and employment decisions. The VPO plays a critical leadership role in advancing OWS's next stage of organizational growth, strengthening global clinical operations, and ensuring One World Surgery's programs deliver measurable impact for patients and communities served.

Reporting & Governance Structure

Reports to: Chief Executive Officer (CEO)

Direct Reports:

- Clinical Operations Director, Honduras
- Medical Director, Honduras
- Operations Director, Dominican Republic

- Medical Director, Dominican Republic
- Director of Clinical Services and Quality
- Director of Programs

Committee Leadership: Serves as the executive liaison to the Clinical Advisory Committee

Note: The Medical Directors in Honduras and the Dominican Republic have a dual reporting structure, with operational and people management oversight from the VPO and medical oversight (dotted-line) from their respective Chief Medical Officers.

Key Responsibilities

Operational Leadership & Management

- Provide leadership across operations, clinical services, quality, and programmatic functions in Honduras and the Dominican Republic, ensuring a cohesive and scalable operating model
- Align integrated systems that connect clinical excellence, program delivery, volunteer engagement, and financial stewardship
- Hold operational and clinical leaders accountable for measurable outcomes across quality, impact, financial performance, patient experience, and effectiveness
- Lead operations planning and strategy, talent development, and capacity planning to support growth, independence, and long-term sustainability
- Build and develop high-performing, cross-cultural leadership teams aligned around shared values, operational rigor, and continuous improvement

Clinical Governance and Management

- Serve as the executive liaison to the Clinical Advisory Committee (CAC), supporting effective governance processes and communication between clinical leadership and the organization
- Ensure operational execution of CAC- and Board of Directors-approved clinical governance decisions, translating clinical standards and policies into effective operational systems and practices
- Partner with Chief Medical Officers (CMOs) and internal teammates to align clinical governance with operational systems, monitor clinical risks and trends, and support mitigation strategies that strengthen patient safety and quality
- Collaborate on strategic clinical planning and service line development to ensure operational feasibility, sustainability, and alignment with organizational growth
- Ensure Medical Directors receive appropriate operational support while CMOs provide medical oversight and clinical leadership
- Exercise operational authority for clinical operations, including staffing, workflows, scheduling, and performance management, while providing operational insight to clinical governance discussions and escalating issues impacting quality or patient safety to CMOs, the CAC, or executive leadership, as appropriate

Strategic Planning & Program Development

- Lead the development and execution of strategic plans for clinical operations and programs in alignment with organizational mission, growth objectives, and global impact strategy
- Identify opportunities to expand or enhance clinical services, medical missions, and programs
- Drive organizational scaling initiatives, ensuring operational infrastructure and capacity support growth
- Support strategic partnership development and management to leverage program enhancement, funding management, and expansion

Financial Management & Budget Oversight

- Accountable for overall operational financial performance across reporting functions
- Oversee the development and management of operating budgets for clinical operations, services and quality, and programs functions
- Monitor financial performance against budget and organizational targets, identifying and addressing variances
- Collaborate with Finance to establish benchmarks for efficient resource utilization and cost management
- Identify cost-saving opportunities that maintain or improve quality of care
- Support development of cost projection models for new initiatives and expansion opportunities

Quality, Compliance & Risk Management

- Ensure operational implementation and management of clinical quality, patient safety, and risk management programs, policies, and procedures
- Support implementation of infection control measures, emergency preparedness protocols, and regulatory requirements
- Ensure global teams maintain documentation and data systems to support quality monitoring and data management

Supply Chain & Resource Management

- Set overall strategy for global supply chain management for medical supplies, medications, and equipment across all sites
- Ensure appropriate procurement strategies, inventory management, and equipment maintenance systems
- Oversee management of facilities, environmental services, and transportation infrastructure

Stakeholder Management & External Representation

- Represent OWS to key stakeholders, including the Board of Directors, funders, partners, and the global health community
- Support fundraising and development efforts through operational storytelling and demonstration of organizational impact
- Collaborate with in-country leadership on relationships with local health authorities, government entities, and community partners

Required Qualifications

- Bachelor's degree required; Master's degree in Healthcare Administration, Business Administration, Public Health, or related field strongly preferred
- Minimum of 10 years of progressive leadership experience in healthcare operations, including at least 5 years in management
- Demonstrated experience leading multi-site operations, preferably in global health or resource-limited settings
- Strong track record of building and leading high-performing, diverse teams across multiple locations
- Proven expertise in operational excellence, process improvement, and change management
- Experience with healthcare quality management, patient safety, and regulatory compliance

- Experience leading organizational growth or transformation in complex, multi-site environments
- Strong financial acumen with experience in budget development, financial analysis, and resource optimization
- Excellent strategic thinking and analytical skills, with the ability to balance strategic vision with tactical execution
- Outstanding communication and interpersonal skills, including the ability to work effectively across cultures and with diverse stakeholders
- Collaborative leadership style, with demonstrated ability to work effectively in matrixed organizational structures
- Bilingual proficiency (English/Spanish) strongly preferred
- Commitment to clinical excellence, cultural humility, global health equity, and a service-oriented mission
- Ability and willingness to travel up to 40%, including consistent in-country presence in Honduras and the Dominican Republic (approximately one week per month)

Location: Fully remote within the United States.

Status: Full-time, exempt.

Salary range: \$175K - \$190K

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; 13 paid holidays in 2026, including organization closure from Dec 23rd –January 1st (some roles are required to provide coverage during this period for business continuity); 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: ASAP

To Apply: [Please complete the application and submit your resume here.](#)