

Job Description

Job Title: Program Specialist, International Teams **FLSA Status (Exempt/NX)**
Department: Programs **Date:** April 15, 2018
Reports To: International Teams Program Manager **Starting Date:** May 15, 2018

Purpose and Scope of Job:

The Program Specialist serves as part of the International Teams program staff and is responsible for providing general administrative and logistical program support to Program Managers and Directors for international surgical teams. The Program Specialist manages surgical supply acquisition and preparation of materials for medical missions on an ongoing basis. The Program Specialist will also assist the U.S. Referrals Team periodically as needed throughout the year.

Essential Functions (other duties may be assigned):

- Assists Program Manager with management of surgical supply acquisition for traveling surgery teams including communication and coordination with volunteers, shipping and packing of medical supplies and ongoing maintenance of WPP surgical supply inventory.
- Maintain relationships with surgical supply partners, and build new relationships to support a growing number of international surgical teams.
- Provides administrative support to international teams trip coordinators including preparation of mission materials, clinic paperwork, medical volunteer information packets, and other pre- and post-mission tasks as needed.
- Provides support to trip coordinators for post-mission communication materials.
- Leads 1-2 surgical mission teams annually.
- Provides general in-office program support as needed for the International Teams Program.

U.S. Referrals Program Support

- Assists the U.S. Referrals Program Team as needed with patients and their caregivers for approximately five hours per week. This includes bringing patients to appointments, visiting families during their hospital stay, assisting with patient and family needs at their respective housing facility, inputting information into the WPP patient database, and other duties as requested.

Non-Essential Functions (performed on an infrequent basis): *(Indicate any duties that are considered "non-essential" based on the above definition.)*

- Participates with all staff in organization-wide special fundraising events.

Minimum Qualifications:

- Bachelor's degree in related field.
- Professional fluency in Spanish, verbal and written.
- 1-2 years of professional work experience preferred.
- International travel experience preferred.
- Ability to lead 1-2 international week-long mission trips per year.
- Have valid passport or be willing to get one.
- Full proficiency in all Microsoft Office applications.
- Must have car and valid driver's license.

Competencies:

- Excellent communication skills, both oral and written for communication with volunteers, donors, and team members.
- Ability to work as a member of a team.
- Acute attention to detail.
- Able to meet deadlines & multi-task, problem solve and prioritize under pressure.
- Desire to work in a fast-paced and constantly changing work environment.
- Resourceful and prudent in decision-making.

- Ability to work comfortably in hospital/medical setting.
- Cultural sensitivity.

Interactions with Others (Internal and External):

- Internally: all organization staff and board members, both domestically and internationally
- Externally: supply representatives and corporate partners, medical volunteers, international partners, other key stakeholders

Work Environment:

- Majority of work in-office with some out-of-office meetings.
- Expected international travel 1-2 times per year for one week at a time.
- Possible travel to Richmond office.
- Ability to work in open-office style environment with rest of program team.

Physical Requirements:

- Must be able to drive.
- Must be able to lift 50lbs.

Send cover letter and resume to:

Alicia Manteiga
International Teams Program Manager
amanteiga@worldpediatricproject.org