



**Role:** Director of Volunteers

**Location:** Charleston, South Carolina

**Type:** Administrative/Program Growth/Recruitment

**Reports To:** Director, Global Communications and Marketing

**Direct Report:** Volunteer Coordinator

**Evaluation Frequency:** Annual

## **Job Description**

We believe that individuals can have a tremendous impact on the world around us. In the last 13 years, we've worked alongside 3,000 volunteers who have proven that time and time again.

And now, we're ready to take our volunteer mobilization efforts to the next level. We're seeking a Director of Volunteers to join our growing U.S. Headquarters team to expand and scale our volunteer program to support our global impact and the life-changing work our teams do across sub-Saharan African and Central America.

OneWorld Health exists to provide quality, affordable healthcare to under-resourced communities with a vision to empower communities to achieve long-term improvements in health and quality of life so they can not only get by but thrive. Through the establishment of operationally sustainable medical facilities, the empowerment of local staff and communities, and a unique culturally attuned, people-centered model of providing healthcare, we are committed to be in and with each community for the long haul. Simply put, we provide care that endures.

OneWorld Health consistently sends teams of short-term medical and non-medical volunteers to serve the communities surrounding our project sites. During the development phases of our medical centers, these teams provide consistent care to the region, build a foundation of quality care, and advocate for the clinic that is to come. Once our medical centers are in operation, these teams support the centers by continuing to provide quality care, training, and patient referrals. OneWorld Health's short-term trips pave the way for the success of our long-term projects.

As the Director of Volunteers, you will lead the strategies and programs that ignite our volunteer community around the shared goal of equitable access to healthcare for all of our brothers and sisters. As we enter a season of growth, this position will build upon the strong foundation and equip the team and organization for our goals through 2030. You will work with our team of volunteer coordinators in the U.S. and globally to bring our vision for responsible, short-term mission trips to life, while also launching and maintaining domestic service opportunities that support our mission.

## **Responsibilities**

### **Volunteer Management**

- Proactively plan out all volunteer trip timelines and coordination roles.
- Maintain a calendar of each timeline and share necessary information with internal stakeholders.
- Oversee training that empowers volunteers to serve responsibly.
- Develop and maintain an excellent communication strategy for new and existing volunteers.
- Work alongside VP of Field Operations to strategically align short-term mission experiences with the long-term goals of each project.
- Ensure the annual revision of country security and safety guides and all training materials.



### **Partnerships**

- Identify and participate in relevant networks on behalf of OneWorld Health.
- Build and maintain strategic relationships with universities, churches, non-profits, and corporate donors to drive awareness of our programs and recruit volunteers.
- Cast vision for planning, preparing, and implementing partnership trips.

### **Engagement**

- Oversee efforts to ensure our volunteer network remains engaged and connected to our mission and vision.
- Lead an exploratory process and launch our first domestic service opportunities that increase brand awareness, increase interest in volunteer trips, and generate revenue.
- Establish a volunteer alumni network that deepens engagement with our 3,000 volunteers across the country.

### **Team Leadership**

- Coach, support, and supervise members of the Volunteer Mobilization Team.
- Create and maintain a team-based approach to volunteer recruitment, strategy development, and implementation.
- Encourage innovation and responsiveness in volunteer recruitment.
- Oversee a trip leadership strategy that maintains a steady pipeline of trip directors, pharmacists, medical directors, and more.

### **Growth and Sustainability**

- Lead monthly budget processes that ensure volunteer programs remain on track.
- Prepare plans for financial self-sufficiency of the volunteer program by FY25.
- Track and measure progress towards goals, in addition to other duties as assigned.

### **Required Qualifications:**

The ideal candidate will have the following professional and personal qualities, skills, and characteristics:

- **Puzzle Solver.** You understand and find joy in solving complex puzzles—often with limited resources. You're driven by curiosity and creativity and thrive on finding answers when others can't see the way.
- **Driven with vision.** You see our future growth plans and are driven to bring your vision for this program to life. You're inspired by the challenge to grow, innovate, and expand this unique approach to responsible service—and are ready to lead the way.
- **Collaborative.** You find energy in working with others and look forward to partnering within your department and our global teams to bring a shared vision to life.
- **Inspired and inspirational.** You believe that access to basic human needs, like healthcare, should not be dependent on where you are born. You love working with people and know how to excite them about the opportunities to engage with our work. You love brainstorming to come up with big, inspiring ideas.



- **Results- and data-driven.** You are driven by results and informed by data. You use data to make decisions and translate strategy into action, and you want to apply your analytical skills to increase revenue, program growth, sustainability—and ultimately patient impact.

### **Additional Qualifications:**

- A posture of integrity that values the mission and vision of OneWorld Health.
- Proven ability and drive to take initiative and be a problem solver.
- Bachelor's degree in a related field.
- A minimum of 5 years' experience in a volunteer program management or a related field
- Able to manage detail within fluid situations and cross-cultural relationships.
- Experience successfully and simultaneously managing big picture operations as well as detailed tasks.
- Proven ability to successfully self-manage time and workload.
- Experience in developing, maintaining, and updating materials/information.
- Strong leadership qualities and experience in a leadership role.
- Proficiency with volunteer training and project management programs such as Service Reef and Asana.
- A positive attitude and professional appearance and manner.
- Experience working cross-culturally, preferably with other like-minded international NGOs.
- Excellent writing, speaking, and communications skills.
- An internally motivated, self-starter mindset and can-do attitude.
- Extensive track record in building and scaling programs.
- Proven ability to develop strong partnerships at the individual and corporate level.
- Ability to travel internationally as needed (generally 4-6 weeks per year).

### **How To Apply:**

Send a resume and cover letter to [jobs@OneWorldHealth.com](mailto:jobs@OneWorldHealth.com), sharing about your interest and vision for this work.