

JOB DESCRIPTION
INTERNATIONAL PROGRAMS ASSISTANT

I. Objectives

The international programs assistant works closely with the VP of international programs and other international programs staff to implement Children's HeartLink international programs' objectives.

II. Supervision

The international programs assistant reports to the VP of international programs.

III. Responsibilities

A. Travel and Logistics Management

- Manage and arrange travel logistics for Children's HeartLink staff, volunteers and partner site staff for training visits and other trips, as well as for events auction trips, including:
 - a. Airfare, accommodations, visas, emergency evacuation insurance, local transportation and any other travel-related needs
 - b. Manage and track all travel documentation
 - c. Help generate estimates and budget future travel and track travel costs
 - d. Manage all communication related to volunteer travel logistics before and after training visits
 - e. Manage follow up communication related to expenses, reports and other
- Assist Country Directors with pre-and post-training visits conference calls, documentation and follow-up with volunteers and partner site staff
- Continuously improve travel logistics processes
- Other duties as assigned

B. Medical Volunteer Management

- Track and document all medical and program volunteer information in database, including annual report lists and gala invite lists, volunteer bios, etc.
- Assist Vice President of International Programs with putting together recruitment and orientation materials for medical volunteers
- Manage and compile materials for volunteer and partner site newsletter
- Encourage and maintain positive relations between Children's HeartLink and volunteers
- Identify opportunities to improve the volunteer experience with Children's HeartLink
- Assist in process of volunteer recognition
- Other duties as assigned

C. International Programs Assistant

- Update and manage programs shared documents and calendars, as needed
- Respond and catalog to unsolicited requests from potential volunteers and patients
- Catalog all family and patient interviews all photos from training visits
- Manage translation and interpreting services and country registrations, as needed
- Support other programs staff, in their work on strategic plan initiatives development and implementation, as assigned
- Assist with preparation of presentations and reports as requested.
- Other duties as assigned

D. Financial

- Keep track of international programs expenses and manage monthly communications with Finance Specialist
- Assist other program staff with expense tracking and processing expense reports, invoices and other financial documents.
- Manage in-kind donations in collaboration with the Finance Specialist

- Manage accounts payable and oversee the timely payment of all international programs expenses
- Assist programs staff in budget planning and development
- Other duties as assigned

IV. General office responsibilities

- A. Attend and participate in staff meetings, retreats and special sessions
- B. Attend Children's HeartLink events as assigned by supervisor
- C. Participate in annual performance review
- D. Ability and willingness to become familiar with software tools
- E. Read relevant materials to remain up to date

V. Required Experience and Skills

- A. Associate's degree or equivalent experience
- B. Minimum 3 years of professional experience, including in a supporting role
- C. Experience in cross-cultural communication and ability to work in a variety of cultural settings with a diverse group of stakeholders
- D. Some nonprofit, international travel, international development, global health or health care-related work experience
- E. Detail oriented with strong problem-solving skills
- F. Excellent organization skills and ability to deliver on time
- G. Strong written and verbal communication skills
- H. Ability to work with others as a team and in support of a positive work culture
- I. Ability to work independently when tasked
- J. Experience in Microsoft Excel, Word, Access, Outlook and E-Tapestry, with ability to learn the basics of database programs
- K. Ability to sometimes respond to calls or e-mails outside of office hours.
- L. Ability to deal with ambiguity and changing priorities.

Additional Information: Salary is competitive and negotiable based upon qualifications and experience. This position offers a competitive benefits package including health, dental, disability, and 403(b).

How to Apply: Qualified candidates should submit their cover letter indicating salary requirements, resume, and contact information for three references to: kate@childrensheartlink.org