

Children's HeartLink Job Description

Programs Assistant

Children's HeartLink is a nonprofit humanitarian organization based in Minneapolis. To save the lives of children with heart disease, we partner with organizations to train medical teams, provide education, and transform health care in underserved parts of the world. One in 100 children are born with a heart defect, and 90 percent of these children live where there is inadequate medical care. We currently support partner hospitals and programs in Brazil, China, India, Malaysia, and Vietnam.

Children's HeartLink core values:

- Integrity: We build trusting relationships across cultures and honor our commitments
- Innovate: We challenge the status quo, learning and improving
- Collaborate: We work together and connect others to achieve desired results
- Quality: We strive to deliver high quality programs and services

I. Objective

The Programs Assistant works closely with the Vice President of Programs and Evaluation and other International Programs staff to implement Children's HeartLink programs objectives.

II. Supervision

This position reports to the Vice President of Programs and Evaluation. This position does not have supervisory duties.

III. Responsibilities

A. Travel and logistics management

1. Manage and arrange travel logistics for Children's HeartLink staff, volunteers and partners for training visits, other trips, events, and auction trips, including:
 - Airfare, accommodations, visas, travel insurance, local transportation, and any other travel-related needs
 - Manage and track all travel documentation, including travel approvals
 - Help generate estimates, budget future travel, and track travel costs
 - Manage all communication related to volunteer travel logistics before and after training visits
 - Manage follow-up communication related to expenses, reports and other
2. Assist Country Directors with pre- and post-training visits, conference calls, documentation, and follow-up with volunteers and partner staff.
3. Continuously improve travel logistics processes.

B. Medical volunteer support

1. Track and document all medical and program volunteer information in database, including annual report lists and gala invitation lists, volunteer bios, etc.
2. Encourage and maintain positive relations between Children's HeartLink and volunteers.
3. Identify opportunities to improve the volunteer experience with Children's HeartLink.

4. Assist in process of volunteer recognition.
- C. Assist International Programs staff
 1. Update and manage programs shared documents and calendars, as needed.
 2. Respond to and catalog unsolicited requests from potential volunteers and patients.
 3. Manage translation and interpreting services and country registrations, as needed.
 4. Support other International Programs staff in their work on strategic plan initiatives development and implementation, as assigned.
 5. Assist with preparation of presentations and reports as requested.
- D. Financial
 1. Enter International Programs expenses and communicate with Finance Specialist as needed.
 2. Assist other International Programs staff with expense tracking and credit card statements; process expense reports, invoices, check requests, wire transfer requests, and other financial documents.
 3. Report in-kind donations in collaboration with Program Manager and Country Directors.
 4. Assist International Programs staff in budget planning and development.
- E. 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. Read relevant materials to remain up-to-date.

V. Required Experience and Skills

- A. Associate of Arts degree or equivalent experience
- B. Minimum three 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. Ability and willingness to become familiar with software tools
- K. Experience in Microsoft Excel, Word, Access, Outlook and E-Tapestry, with ability to learn the basics of database programs
- L. Ability to sometimes respond to calls or e-mails outside of office hours.
- M. Ability to deal with ambiguity and changing priorities.

VI. Additional Information



- A. This is an hourly part-time position at .5 FTE or 20 hours per week.
- B. As part-time, this position is eligible for pro-rated PTO and paid holidays, but is not eligible for other employment benefits such as insurance and retirement plan.
- C. Physical demands are the ability to sit for extended periods of time with the use of computer, keyboard, and mouse. The job may include the ability to lift, move, or retrieve objects up to 30 pounds and bend, stoop, crouch, and reach to perform work functions.
- D. Children's HeartLink offers a hybrid work model, supporting remote and in-office work.
- E. Work schedule is flexible and can be determined upon hiring, but candidate should have availability to work the majority of hours during regular business hours.
- F. Hired candidate shall reside in Minnesota at the time employment begins.
- G. This position may have an opportunity to become full-time in the next 12 months.

VII. How to Apply

Qualified candidates should submit the following items to Ann Odens, Operations Manager, at ann@childrensheartlink.org.

- cover letter, including salary requirement
- resume
- contact information for three references

Thank you for your interest in Children's HeartLink.