



Clinic and Brigade Program Manager Job Description

MedWish International is a not-for-profit organization that saves lives and the environment by repurposing surplus medical supplies and equipment, while providing humanitarian aid to individuals and organizations that administer care to people in need. Please visit medwish.org to learn more.

Medworks is another local not-for-profit organization dedicated to providing free health clinics, insurance navigation, and connection to essential social safety net services to underserved communities in Northeast Ohio. Please visit medworksusa.org to learn more.

MedWish and Medworks will be merging in August 2024. By combining our efforts, we feel we will be able to amplify our local and global impact, streamline our efforts, and ensure that every dollar donated goes even further with combined administrative costs.

POSITION

Reporting to the Executive Director with a dotted line to the Healthcare Delivery Consultant (HDC), the Clinic and Brigade Program Manager (CBPM) will be responsible for planning, executing, overseeing, leading, strengthening, and growing our healthcare delivery programs and their administration, both domestically and internationally. This role requires advanced organizational skills, strong attention to detail, event management capabilities, and a strategic lens for charitable health services. The work environment requires a self-motivated person who thrives working independently and also in a non-profit workplace that invites innovation and embraces collaboration.

The CBPM will initially be heavily supported by, and work closely and under, the Healthcare Delivery Consultant for training and clinic planning/execution support, with the goal and intention to transition the leadership of this program fully to the CBPM.

RESPONSIBILITIES: (The following are not designed to contain or be interpreted as an exhaustive list of all duties, or responsibilities required of the employee assigned to this job. Management retains the discretion to add to or change the duties of this position at any time.)

Local Patient Care Programming, Clinic Planning, and Execution

- Conduct research on health trends, areas of opportunity for clinic service, and exploration of potential clinic locations to support the development of the annual clinic calendar.
- Develop and cultivate strategic relationships with partner organizations (healthcare facilities, pharmacies, medical education programs, etc.) and actively manage these relationships, serving as the primary or secondary contact (dependent on the nature of the relationship), ensuring mutual goals and benefits are achieved pertaining to patient care and overall clinic services.
- With guidance and support from the Healthcare Delivery Consultant, plan and manage all clinic logistics and coordination for several smaller clinics each year. This includes logistics for partners, health care facilities, volunteers, supply preparations and delivery, community influencers, etc. Working with the medical lead for each clinic, determine services being provided, supply needs, and follow up procedures. Support the Healthcare Delivery Consultant in all of these same aspects for the larger clinics each year.
- Manage the online system for patient appointments.
- Serve as the on-site lead for smaller clinics and as a secondary lead for the large November clinic, providing

- trainings for lay volunteers, directing set-up and breakdown, determining service flow, and troubleshooting.
- Collaborate with the Navigation Team to ensure that patients receive appointment reminders, relevant information regarding health insurance, test results, follow-up care, and available community resources.
- Manage post-clinic activities, including partner follow-up, volunteer appreciation, data entry, and clinic recap.
- In collaboration with the Healthcare Delivery Consultant, build and track all clinic budgets, ensuring that they align with the annual budget.

International Brigades

- Working with the Clinic Committee and Executive Director, determine the annual calendar of international medical brigades.
- Serve as the lead in planning and executing these trips. This includes flights, security, accommodations, translation, in-country transportations, participant orientation, etc.
- Grow the brigades program to as many as 3-4 brigades per year.
- Establish trip budgets, ensuring that MedWish/Medworks expenses are covered.
- Serve as the primary contact for brigade registrant and collect all needed documentation and payment for registration.
- Ensure all medical participants have the necessary clearances to practice in-country and obtain all required permits.
- Work with in-country partners to receive wish lists of supplies and collaborate with the Director of Operations and medical lead to oversee the packing of the participant bags. Order all needed medication.
- Cultivate relationships with brigade participants with the goal of growing their connection with MedWish/Medworks and repeat participation.

Volunteer Recruitment, Coordination, and Appreciation

- Oversee strategic volunteer recruitment, qualification confirmation, communications (pre and post-clinic), and overall engagement.
- Oversee volunteer registration process for clinics/brigades with database support from the Volunteer Program Coordinator. This includes answering volunteer questions, assisting with registration troubleshooting, and providing details/copy on volunteer needs for the database.
- Strategize and prepare volunteer outreach – flyers, emails, and social media publications - for clinics and brigades.
- Ensure metrics and volunteer information for clinics/brigades is updated in databases and reported in our dashboards.
- Collaborate with Volunteer Team on volunteer appreciation efforts.
- Plan and execute a brigade reunion each year.
- Complete thank you letters for volunteers after each clinics/brigade.

Marketing & Communications

- Work with the Marketing & Communications Coordinator, determine and execute the clinic/brigade marketing plans. Domestically, this will include patient recruitment strategies, advertising, registration pages, flyer distribution, website content, community contacts, social media posts, patient reminders, etc. For both international and domestic clinics/brigades, this will also include volunteer information, donor updates, etc.
- Produce language/copy for all communications pertaining to clinics/brigades. This will include advertisements, information packets, web content, flyers, social media posts, etc.

Other Responsibilities

- Assist with facility tours and presentations.
- Exhibit conduct that reflects MedWish/Medworks' core values.
- Assist with mission critical projects such as clerical projects and the annual inventory audit.
- Conduct the monthly Safety Audit at least once per year.
- Assist with donation drop offs.
- Follow Medworks/MedWish's health and safety protocols and standards, and promote a safe and productive work environment for all staff, volunteers, and visitors.

REQUIREMENTS

- Bachelor's degree and 2-3 years of experience in event planning, healthcare administration, non-profit, or related field.
- Reliable transportation for site visits at donor locations.
- Work select evenings and weekends for special events and clinics.
- Must pass a background check and drug screen.
- Ability to lift 50 pounds.
- Strong English written and oral communication skills with outgoing and patient demeanor.
- Strong computer skills (email, Internet research, Microsoft Office programs, and Google apps).
- Flexible and a self-starter; able to multi-task while also being willing to "roll up the sleeves".
- Personal qualities of integrity, credibility, and dedication to the mission of MedWish/Medworks.
- Must embrace the mission of MedWish International/Medworks.
- Possess the skills to work with and motivate staff, board members and other volunteers.
- Display a positive attitude, show concern for people and community, demonstrate presence, self-confidence, common sense and good listening ability.
- Ability to succeed in a fast-paced, non-traditional work environment.

JOB TYPE: Salaried, Exempt | An in-office presence will be required from Tuesday-Friday from 8am-5pm. Availability on Mondays and weekends for meetings a time sensitive projects may be required.

To apply, please email your resume, cover letter, and completed [MedWish application](#) to kfoster@medwish.org