Program Manager, Domestic Medical Aid  (FT, non-exempt) February 2021

Organizational Summary: Global Links is a medical relief and development organization dedicated to supporting health improvement initiatives in resource-poor communities and promoting environmental stewardship in the US healthcare system.

We believe everyone has value and deserves to be included equally. We believe everyone is our neighbor and we are dedicated to helping all people live with dignity, independence, mobility and in good health. Global Links is an equal opportunity employer and actively seeks diverse candidates.

Job Summary: This position’s primary responsibility is to collaborate with our community partners, our medical aid staff, and the Executive Director to build partnerships that improve health, mobility and dignity of vulnerable populations. This program manager works with staff to plan and prepare projects anchored by medical aid donations. The program manager will provide support to further develop Global Links’ on-going programs, including framing health improvement projects for funders and other interested parties. As such, the program manager is part of the Medical Aid department and reports to the Executive Director.

Duties and Responsibilities:

● Maintain records per partner/project to reflect current needs, contact person(s), stats, impact and distribution history
● Work with partners to track and report on program outputs and outcomes
● Help to elaborate reports, presentations and fundraising activities related to the programs
● Research local and national health disparities and be able to discuss knowledgeably, plan strategically and implement prudently with a strong results orientation
● Use research, meetings and site visits to identify gaps in coverage for health supplies and equipment for the un- and underinsured
● Stay up-to-date on public health initiatives and organizations that support vulnerable populations in Southwestern Pennsylvania

Medical aid delivery

● Work closely with staff to coordinate all aspects of donations to meet the specific needs of each partner agency
● Find appropriate recipients for targeted surplus materials
● Review and finalize distribution documents and confirm final delivery to end-user
● Work closely with recipients to understand the logistics, infrastructure, staffing and budgetary constraints of their facilities in order to provide the most appropriate medical aid
● Conduct feedback evaluations, surveys and follow-up with partners to continually improve partnerships

Communications
● Communicate with diverse array of partners to assess needs of their clients/patients, establish means of transport and gather feedback
● Support GL marketing and communications initiatives with information as needed

Other duties as assigned

Required Skills & Abilities:
● Strong understanding of Global Links mission and programs
● Bachelor’s degree or equivalent experience in social work, nonprofit management or public health
● Proven ability to gather, sort and analyze data and information and produce easy to understand reports and graphs
● Strong analytical, administrative, organizational, and communication skills, both written and oral, fluency in written and spoken English required
● Strong interpersonal skills, able to work well independently or in a team
● Proficiency in or willingness to prioritize learning Google apps & Salesforce
● Ability to prioritize in a fast-paced environment
● Self-motivated who is challenged by “hands-on” responsibility
● Ability to lift up to 15 lbs. and willingness to do some manual work (lifting boxes, etc)
● Flexibility, adaptability, and problem-solving skills

Preferred Skills and Abilities:
● Understanding of medical terminology a plus
● Program management experience preferred
● Experience in human or social services preferred
● Experience with Salesforce or other customer relationship management software

Salary:
$19 p/hour with a competitive benefits package and generous schedule of paid holidays

To apply:
Send resume and cover letter to info@globallinks.org with “Job Application” in subject line.