

JOB DESCRIPTION

Job Title: Bilingual U.S. Referral Program Manager **FLSA Status:** Non-Exempt
Department: U.S. Region **Date:** October 2025
Reports to: Executive Director, US Referrals and Latin America
Worksite: Hybrid
Compensation: 55,000 to 65,000 commensurate with experience and qualifications

Purpose and Scope of Job

The U.S. Referral Program Manager is critical to the successful execution of World Pediatrics' U.S. Referral Program, a central part of World Pediatrics' mission. In partnership with the regions, this program brings patients from our partner countries in Latin America and the Caribbean who cannot be treated at home or in the region to the U.S. for surgical care. This position is responsible for managing the U.S. Referrals Program with priority attention to strategic placement of patients, risk management and best practices across all cities.

Please note this position requires candidate to be fluent in English and Spanish.

All roles at World Pediatrics are expected to rally behind our core values as applicable in their tasks:

- **Kids First:** We are accountable to the children.
- **Equitable Access:** We empower opportunity.
- **Rooted in Community:** We build for a sustainable future.
- **Best Practice to Next Practice:** We innovate and transform.
- **Shoulder-to-Shoulder:** We operate with unity and integrity.

Key Responsibilities

- Manages and leads U.S. Referral Program, supporting the direct supervisor in setting direction and strategy for U.S. Referral Program
- Ensures standardization of operations/processes across all US Referral Program cities
- Safeguards risk management, professionalism and quality assurance of US Referral Program through enforcement of organizational policies and procedures
- Has keen eye to process improvement and strategy to promote efficiency and quality of U.S. Referral Program
- Supervises U.S. Referral Program Coordinator
- Maintains strong communication with World Pediatrics' regional staff as it relates to activities within the U.S. Referral program
- Facilitates review of all U.S. Referrals coming into the organization confirming cases meet the established criteria for the program, and works towards timely placement in existing city outlets, seeking new outlets as needed for special cases

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- Manages program budget along with program leadership and supports stewardship of restricted funding, working closely with leadership and others to assure all children have appropriate funding prior to arrival in the U.S.
- Develops and maintains effective relationships with all partners including medical and non-medical volunteers, hospital and housing contacts, and others
- Implements comprehensive case coordination along with U.S. Referral Program Coordinator including but not limited to medical appointment, flights, in-country transportation, communication with in-country staff/representatives, and required medical services
- Manages crisis and conflicts as needed along with U.S. Referral Program Coordinator including poor medical patient outcomes, caregiver and patient emergencies, conflicts among client families in the housing setting, and volunteers
- Support Communications and Development team by sharing content (photos, videos, stories) for social media, donor stewardship and meetings as needed
- Share “on call” duties to respond to needs of patients and caregivers in the U.S. on designated weekends and after hours
- Other duties as assigned

Success Factors

- Excellent communication skills, both oral and written for communication with international partners, co-workers and donors, including the ability to deliver compelling presentations and proposals.
- **Works effectively with diverse personalities and work styles to achieve common objectives;** Team-oriented with a strong sense of collaboration and ownership.
- Great attention to detail and ability to multi-task, problem solve and prioritize under pressure;
- Creative thinker with commitment to brand standards.
- **Completes all assigned tasks within the scope of work and communicates any potential deviations promptly.**
- Strong leadership skills with the ability to recruit, inspire and motivate teams, volunteers, and donors.
- Exceptionally strong worker both independently and in a group setting; **Seeks clarification or additional information when needed to ensure task completion.**
- Some experience in program coordination, management, and assessment.
- Desire to work in a fast-paced and constantly changing work environment; **Demonstrates a willingness to learn new skills and procedures relevant to their role.**
- Able to hold self accountable for maintaining ethical business practices in alignment with the organizational Mission, Vision & Values.
- Some experience in program coordination, management, and assessment.
- Some experience in budget management.
- Ability to work comfortably in hospital/medical setting.
- A resourceful and intentional decision-maker.
- Demonstrated cultural sensitivity in and outside of the workplace.

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Qualifications

- Bachelor's Degree in Human Services or Public Health-related field, including but not limited to social work, sociology, international studies, public health or other related fields
- 3-5 Year(s) of strong performance as well as advanced knowledge, training, and skills performing duties in the same or similar role, including management experience
- Advanced computer skills in Microsoft Office and other applications, including but not limited to Word, Outlook, Excel, and Powerpoint
- Experience working with families and children in Community Housing Facilities or Hospitals and Clinics
- Bilingual Fluent in Spanish. Comfortable communicating in Spanish

Work Environment

- Hybrid role with **3 in-office days per week**; Wednesdays are required in-office.
- Remote work as required
- Collaboration required with colleagues in-office and via remote platforms.

Physical Requirements

- Must be able to drive on a regular basis; must have and maintain a safe driving record.
- Must be able to lift 30 pounds without assistance.

World Pediatrics is committed to creating an inclusive work environment and welcome applications from all genders, races, religions, sexual orientations, ages, and any other groups that could bring diverse perspectives to our organization.