

JOB DESCRIPTION



Job Title: Program Coordinator, US Referrals

FLSA Status: Non-Exempt

Department: US Region

Date: August 2026

Reports to: Program Manager, US Referrals

Salary: \$50,000-\$54,000

Purpose and Scope of Job:

The U.S. Region Program Coordinator is critical to the successful execution of World Pediatrics U.S. Referral Program, a central part of World Pediatrics' mission. 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. The U.S. Region Program Coordinator supports Program with administrative and case management components of the U.S. Referrals Program. In addition, this role manages and coordinates volunteers and is responsible in assisting recruitment and supervision of interns to meet patient and program needs.

All roles 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 – Essential Functions

- Assist with coordination of logistical support and preparations for incoming patients and families to St. Louis and partner cities including but not limited to, flight arrangements, transportation, housing, and required medical services.
- Manage and recruit program volunteers and interns to meet key needs of patients and families in St. Louis and assigned partner cities.
- Provide emotional and social support to families undergoing care in St. Louis and assigned partner cities through ongoing and consistent communication.
- Maintain timely and professional communication with U.S. Region team and international partners for patient updates and continuity in case management, remaining flexible to respond to ever-changing priorities.
- Work with other coordinators to meet the ongoing needs of World Pediatrics' patients and caregivers in the group housing and medical care setting including but not limited to the following:
 - Assess and meet patient/guardian practical needs as they arise.
 - Accompany patients and caregivers to medical appointments.
 - Coordinate weekly grocery shopping for families
 - Assist with patient-related errands.
- Enforce compliance with all organizational policies.
- Maintain accurate and updated records in World Pediatrics' Patient Information System for all St. Louis patients.
- Support Communications and Development team by sharing content (photos, videos, stories) for social media, donor stewardship and meetings as needed.
- Supervise Weekend On-Call Specialists.
- Share "on call" duties to respond to needs of patients and caregivers in St. Louis and other U.S. Region Partner Cities on designated weekends and after hours – work with

U.S. Referral program volunteers and World Pediatrics staff (as needed) to ensure adequate coverage.

- Work with U.S. Region Program team to track program expenditures.
- Other duties as assigned.

Success Factors

- Compassionate, culturally aware support for patients, caregivers, and families navigating complex medical and social needs.
- Clear, professional communication with families, volunteers, interns, medical partners, international partners, and internal teams.
- Strong organization and follow-through in coordinating logistics, appointments, housing, transportation, and patient-related needs.
- Efficient organizational skills to ensure timely completion of administrative tasks while maintaining high-quality patient-related responsibilities.
- Flexibility and sound judgment when responding to urgent needs, changing priorities, and on-call responsibilities.
- Accuracy and accountability in maintaining patient records, tracking program information, and following organizational policies.
- Ability to recruit, coordinate, and support volunteers, interns, and weekend on-call specialists.
- Collaborative, mission-driven approach rooted in teamwork, integrity, discretion, and World Pediatrics' core values.

Qualifications and Skills

- 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
- 1-2 Year(s) of relevant experience in the same or similar role.
- Basic computer skills using Microsoft and other applications, including but not limited to Word, Outlook, Excel, and Power Point.
- Experience working with families and children in Community Housing Facilities or Hospitals and Clinics.

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.

Work Environment

- Office setting with out-of-office work required for specific projects.
- Combination of required in-office and remote work schedule.
- Collaboration required with colleagues in-office and via remote platforms.

***To apply for this position please submit your resume and cover letter to
recruiting@worldpediatrics.org***

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