Job Posting: Bilingual U.S. Referral Program Manager

Who we are: World Pediatrics (WP) partners with governments, health workers, and organizations to ensure that children in lower-resource settings have access to safe, timely surgical care. When children are healed, the social and emotional health of families is restored, and the economic productivity of communities is strengthened.

OUR CORE VALUES

- **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.

Learn more about us by visiting https://worldpediatrics.org/.

Job Scope:

The U.S. Referral Program Manager leads the day-to-day management and execution of World Pediatrics' U.S. Referral Program, a core component of our mission. Working in close partnership with regional teams and medical providers in hospital partners, the Program Manager ensures that children from Latin America and the Caribbean who cannot receive the specialized care they need locally or regionally are appropriately evaluated and placed for care in the U.S. The role provides leadership across all U.S. Referral cities, with particular focus on strategic patient placement, consistent program standards, risk management, quality, and continuous improvement.

This position requires fluency in English and Spanish. The role reports to the Executive Director, US Referrals and Latin America, and is classified as non-exempt.

ESSENTIONAL DUTIES HIGHLIGHTS:

Lead program operations, patient placement, partnerships, and resource stewardship across the U.S. Referral Program. Responsibilities include, but are not limited to:

Program Leadership, Quality & Improvement

- Lead day-to-day program management and support the direct supervisor in setting program direction and strategy.
- Standardize operations across all U.S. Referral cities; enforce organizational policies and procedures to support risk management, professionalism, and quality assurance.
- Identify process improvements that strengthen efficiency and quality and supervise the U.S. Referral Program Coordinator.

Patient Review, Placement & Case Coordination

- Review incoming U.S. referrals against established program criteria; secure timely placement with existing partners and seek new care outlets for special cases as needed.
- Coordinate comprehensive patient care with the Program Coordinator, including medical appointments and services, flights, in-country transportation, and communication with regional staff and representatives.

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- Manage crises and conflicts involving patient outcomes, caregiver or patient emergencies, housing, and volunteers; share designated weekend and after-hours on-call responsibilities.

Partnerships & Cross-Team Collaboration

- Develop and maintain effective relationships with medical and non-medical volunteers, hospital and housing contacts, and other program partners.
- Maintain strong communication with regional staff and demonstrate cultural sensitivity, professionalism, and integrity when working with children, families, and partners.
- Support Communications and Development by sharing photos, videos, and stories for social media, donor stewardship, and meetings as needed.

Budget & Funding Stewardship

- Manage the program budget with program leadership and support responsible stewardship of restricted funding.
- Work closely with leadership and others to ensure children have appropriate funding before arrival in the U.S.
- Carry out responsibilities in alignment with World Pediatrics' mission, vision, values, policies, and standards, and perform other duties as assigned.

MINIMUM QUALIFICATIONS

- Bachelor's degree in human services, public health, or a related field, such as social work, sociology, or international studies.
- 2–4 years of relevant experience in program coordination, case management, healthcare, human services, or a related field.
- Fluency in English and Spanish, with strong written and verbal communication skills.
- Advanced computer skills in Microsoft Office, including Word, Outlook, Excel, and PowerPoint, and other applications.
- Experience working with families and children in community housing facilities, hospitals, or clinics.
- Strong organization, attention to detail, collaboration, sound judgment, and problem-solving skills; ability to manage competing priorities and maintain quality under pressure.
- Ability to work independently, take initiative, adapt to changing needs, follow through on responsibilities, and communicate proactively.
- Comfort working with budgets and program resources, and with children and families in medical environments, including challenging circumstances.

ADDITIONAL QUALIFICATIONS DESIRED

- Demonstrated leadership experience supervising staff or leading projects, volunteers, interns, or cross-functional initiatives.

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WORK ENVIRONMENT

- Hybrid position based in the St. Louis office, with three in-office days per week and remote work as required.
- Collaborate with colleagues in person and through remote platforms.
- Share on-call duties on designated weekends and after hours to respond to patient and caregiver needs in the U.S.

PHYSICAL DEMANDS include but are not limited to:

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

COMPENSATION & BENEFITS:

The annual starting salary range for this position is $60,000–$70,000, commensurate with experience and qualifications.

In addition, our benefits include 100% company-paid employee coverage for all health and dental insurance offered, a retirement plan with a company match, 11 ½ paid holidays, 2 floating holidays, and four weeks of PTO in year 1. We believe in a modern approach to Paid Time Off that aligns with flexibility and goes beyond the norm or required.

HOW TO APPLY:

If you are seeking to grow with an organization that is passionate about providing thousands of children with access to lifesaving and life-changing care, we would love to talk with you!

To apply, please submit your resume and cover letter to ***recruiting@worldpediatrics.org*** by November 23. 2026.

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

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