

Position Title: Program Manager

Reports to: Executive Director

Hire Date: The sooner the better

Date: 20250331

Who We Are:

Rotaplast International is a not-for-profit organization committed to reducing the global burden of congenital conditions, such as cleft lip and/or palate, and surgically treatable conditions, including burn scar contractures. By combining clinical capacity building and surgical education with free service delivery, Rotaplast supports the strengthening of health systems in low-resource settings—while empowering patients and uplifting communities. Over the past 30 years, we have conducted more than 260 surgical and educational programs, providing life-changing surgeries to over 21,000 children and adults in 26 countries. We are an independent, non-governmental, and non-sectarian not-for-profit organization.

To carry out this work, we send multidisciplinary teams to roughly 10 locations each year to provide free surgical care and clinical training. Each project is site-specific and typically spans two weeks, involving up to 30 volunteers and approximately 30 boxes of medical equipment and supplies.

Position Overview:

We are seeking a Program Manager to oversee the day-to-day execution, monitoring, and reporting of our global surgery and education programs. This role requires both programmatic leadership and strong technical project management skills to assess workflows, identify inefficiencies, and implement process automation solutions that enhance operational effectiveness.

The ideal candidate is highly organized, technically adept, committed to improving global health outcomes, and enjoyable to work with. This person will take over most of the program-related responsibilities from the Executive Director, enabling leadership to focus on high-level planning and strategic initiatives.

Key Responsibilities:

1. Program Execution & Management

- Oversee the planning, coordination, and execution of surgery and education programs.
- Manage logistics including travel, medical supplies, and partnerships with local hospitals.
- Manage program associate & external partners, including Rotaplast Operations Associate, travel agencies, volunteers, and implementing partners.
- Maintain program calendars, deadlines, and deliverables.
- Ensure compliance with medical, ethical, and operational standards on a site-by-site basis.

2. Technical Project Management & Process Automation

- Evaluate current workflows and identify opportunities for automation and improvement.
- Implement digital tools to streamline real time program tracking, reporting, and communication.
- Develop Standard Operating Procedures (SOPs) to support efficiency and scalability.
- Collaborate with the Executive Director to integrate new technology solutions into program operations.

3. Monitoring, Evaluation & Reporting

- Track program performance using key impact metrics and data-driven insights.
- Compile post program reports and circulate to leadership.
- Ensure accurate and consistent data collection and use it for continuous improvement.

4. Volunteer & Stakeholder Management

- Coordinate communication and timelines with international partners and volunteers.
- Manage recruitment, training, and scheduling of volunteers.
- Serve as a key liaison between field teams and headquarters.

5. High-Level Support & Strategic Collaboration

- Support the Executive Director in program planning and funding proposal development.
- Prepare presentations, reports, and other materials for funders and strategic partners.

Qualifications & Skills

Required:

- **Experience & Education:** Demonstrated commitment to global or public health through 7+ years of experience in global health, development, or nonprofit operations, or 5+ years of relevant experience paired with a higher education degree in a related field.
- **Mission Alignment:** Commitment to mission-driven work and alignment with Rotaplast's values.
- **Leadership & Team Management:** Proven experience leading teams and fostering collaborative work environments.
- **Program & Project Management:** Strong technical project management skills with experience managing complex, multi-stakeholder programs.
- **Strategic & Analytical Thinking:** Ability to develop long-term plans, adapt to challenges, and use data to guide decision-making.
- **Budget & Resource Management:** Skilled in managing budgets, allocating resources, and maximizing cost-effectiveness.
- **Communication & Coordination:** Excellent verbal and written communication skills, with the ability to navigate cross-cultural and remote collaboration.
- **Stakeholder Engagement:** Experience working with international partners, NGOs, and government agencies.
- **Monitoring & Evaluation:** Ability to define, track, and analyze program indicators to assess effectiveness.
- **Policy & Compliance Research:** Experience researching visa requirements and other compliance needs and instructing others accordingly.
- **Technology & Tools:** Proficient in Microsoft Office Suite, project management tools, CRM platforms, and adaptable to learning new tech (e.g., AI tools, automation platforms).
- **Growth Mindset:** Eagerness to learn, adapt, and continuously build technical and professional skills.

Preferred:

- Academic or professional background in global surgery, public health, or international development.
- Experience living and working in a developing country, particularly in collaboration with government institutions.
- Proven experience with workflow optimization and process automation.
- Familiarity using Salesforce, Monday.com, and relevant AI tools.

What We Offer

- Starting Pay Range: 75k-85k
- Benefits: Health, dental, 3% matching IRA, 2-week paid vacation, & paid participation in an international surgery and education project.

How To Apply:

Email your CV to Careers@rotaplast.org.

You will receive an email requesting you complete a form & select a time for a preliminary interview.