



TIMMY
GLOBAL HEALTH

Service and Education Manager

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<i>Title:</i>	Service and Education Manager
<i>Focus:</i>	US Programming and Student Engagement (US and International)
<i>Employee Status:</i>	Full time, Salaried, W2 Employee
<i>Reports To:</i>	Deputy Executive Director
<i>Location:</i>	Indianapolis, IN (headquarters)
<i>Start Date:</i>	July 2019
<i>Compensation:</i>	Salary Commensurate with experience; Health Insurance & 401k Options
<i>Vacation:</i>	This position is allotted 15 days of vacation, in addition to the holidays listed below.
<i>Holidays:</i>	New Year's Day MLK Jr. Day President's Day Memorial Day Independence Day Labor Day Thanksgiving Day and Day After Christmas Eve and Day

Timmy Global Health Overview

Timmy Global Health is an Indianapolis-based nonprofit that seeks to expand access to health care while empowering students and volunteers to tackle today's most pressing global health challenges. In collaboration with our international and US partners, we facilitate medical service trips and channel financial, medical, and human resources to community-based projects in the countries where we serve.

TGH has distinct elements that define its principles of engagement and set it apart in the field of short-term medical service work abroad: ensuring continuity of care; long-term relationships with the communities it serves; an unwavering commitment to high-quality clinical care; respect for patients, partners, and government policies in the countries where it works; and emphasis on cultural humility and learning among its volunteers. TGH is currently evolving certain aspects of its programming to ensure that its work contributes to long-term, sustainable improvements in health care and health equity. Using a model of recurring medical service trips and global health education as anchors.

At Timmy, we believe that all people have a basic human right to access quality healthcare and that everyone, regardless of age or career path, plays a role in fighting for health equity. In the words of Timmy's founder, Dr. Chuck Dietzen, "Not all of us were born to be doctors and nurses, but we were all born to be healers."

Position Overview

Timmy Global Health is looking for a full-time, Indianapolis-based Service and Education Manager, to begin immediately. The Service and Education Manager is responsible for carrying out a core part of Timmy's mission: to empower the next generation of global health leaders. This position seeks a high energy, creative leader with experience to provide the vision, direct the implementation, and manage the evaluation of the chapter program at Timmy Global Health. In addition, this role serves to coordinate the US-based programming to support work on the ground, including: partnerships with corporations, in-kind donations, the recruitment of medical professionals, and management of Timmy's Scholarship Program.

The Service and Education Manager will oversee staff including the Medical Service Trip Coordinator and Global Health Fellows. This position will report directly to the Deputy Executive Director and will work as part of the Programming Team - in collaboration with the International Program Directors and International Programs Manager.

Job Responsibilities

Vision and Leadership

- Oversee and guide TGH education programs in partnership with programming staff; building and maintaining a strong link between programs that span education & service.
- Develop a service-learning strategy for all chapter members
- Specifically this position will develop and implement a service-learning strategy through
 - Building on the existing education curriculum, in collaboration with MPC's, into the TGH pre-/post medical service trip experience
 - Strengthen local/domestic service components of chapters
- Manage overall budget for US Programming and Education activities
- Provide strategic direction and oversight for the Indianapolis High School Program and the TGH Scholarship Program
- Management of the Medical Professional Handbook in coordination with the Medical Advisory Committee

US Programming - Management

- Oversee and guide TGH local service, volunteering and engagement activities
- Serve as senior point person for TGH education programming, chapter relations. and TGH alumni chapter.
- Manage Timmy's 40 chapters in fundraising, service, and advocacy by (including but not limited to):
 - Setting annual, mid-year, and quarterly goals for outputs
 - Developing resources, events, and campaigns to support chapters in reaching their goals
 - Providing oversight of formal and informal communication with chapters, including monthly newsletters, regular check ins, planning and conducting periodic webinars, and social media
 - Visiting chapters strategically and to provide the "face" for Timmy
- Plan and implement "TimmyCon" the annual, 3-day Student Leadership Conference for 100-120 student leaders from all 40 chapters

- Develop new chapters and medical professional partnerships around the country as needed to match international growth

Medical Service Trip (MST) - Management

- Serving as a liaison between chapter trip leaders and field staff to ensure adequate preparation and communication between them prior to MSTs
- Identify and expand recruitment for US medical professionals to join short-term medical service trips
- Assist the Service Trip Coordinator in adequately staffing and/or supplying all medical service work
- Serve as primary point person for international trip incidents - managing the international traveler emergency response policy
- Serve as the 'backstop' to the U.S./chapter side of TGH Medical Service Trips.
 - In partnership with MPCs, field Program Directors and U.S. programs staff support in the development of new policies and strategies to address challenges and strengthen quality of MSTs
 - Assist in efforts to test or scale up solutions to MST challenges
- Build on the existing reflection materials to support trip leaders and MPCs in guiding the student's learning process on the ground

Human Resources

- Direct, plan and coordinate the work of staff including but not limited to: supervision, training, year in reviews, coaching, discipline, and personnel requests.
- Manage recruitment, selection and orientation for TGH internship program
- Filter and respond (scheduling as needed) offers/requests for external volunteers to serve both headquarters and international programming
- Serve as the primary coordinating point of contact for Long Term Volunteers in accordance with policy, project needs, and in collaboration with programming team and MPCs
- Represent Timmy at local and national events or conferences related to Timmy's programming, including (but not limited to): the recruitment of medical professionals, recruitment of student volunteers, etc.

Administrative/Miscellaneous

- Support the team with preparation and implementation of significant fundraising events/campaigns
- Serve as a positive ambassador and liaison to vendors, donors, volunteers, and other stakeholders; ensure that stakeholders are treated in a professional and courteous manner.
- Some international and domestic travel required

Qualifications and Skills:

- Two + years of relevant experience in program management, international non-profits, teaching, organized membership groups (fraternity/sorority headquarters), or related work experience
- Bachelor's degree desired (education, public administration, public health, etc)
- Training, facilitation, or teaching experience
- Energetic and optimistic personality
- Detail-oriented; Highly organized and able to manage multiple projects

- Strong communications skills, both written and verbal
- Self-starter willing to explore new and better methods, set goals and have professional vision
- Confident working both independently and with a team; Able to work in a flexible environment
- Management experience preferred
- Mission-driven

To Apply

Target start date is in July 2019. This date may be adjusted depending on candidate availability and other factors. Please submit a current resume with a cover letter by email to jobs@timmyglobalhealth.org and write "Service and Education Manager" in the email subject line. **Applications will be reviewed on a rolling basis; please submit your application as soon as possible.** Finalists ONLY will be contacted for an in-person or telephone interview.