



**Job Title:** Volunteer Program Assistant

**Location:** Houston, TX

**Type:** Salaried, Full-Time

**Reporting to:** Volunteer Program Director

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## WHO WE ARE

The mission of Faith In Practice is to improve the physical, spiritual, and economic conditions of the poor in Guatemala through short-term surgical, medical, and dental mission trips and health-related educational programs. Our mission is based on an ecumenical understanding that as people of God we are called to demonstrate the love and compassion that is an outward sign of God's presence among us. Faith In Practice's life-changing medical mission is to minister to the poor, while providing a spiritually enriching experience for our volunteers.

## JOB SUMMARY

The Volunteer Program Assistant provides administrative support to the volunteer program department, which manages logistics and planning for more than 1,400 volunteers across roughly 40 teams each year.

## KEY TASKS AND RESPONSIBILITIES

- Receive, review, update, and accept volunteer applications in a timely manner; including the review of personal and professional letters of reference, CVs, proofs of specialty, and hospital privilege letters; looks up medical licenses and ensures all materials are entered into the database and saved to the volunteer's file on SharePoint prior to the application approval.
- Communicate with volunteers what documents are missing to complete their applications.
- Create and maintain the Volunteer Program Checklist. Brings upcoming deadlines to weekly department meetings.
- Keeps Volunteer and Team Leader resources on the Volunteer Portal updated. Updates resources in the automated emails.
- Updates automated emails as needed and supports department with preparing communications to send to team leaders and volunteers as needed, including Invitation to Apply, recruiting emails, social media posts, etc.
- Informs and educates volunteers on policies and procedures as appropriate; fields general questions about serving on a Faith In Practice mission team.
- Prepares and saves documents for each team including Emergency Contact Forms, credentialing, and reports needed for each teams' logistics workbook.
- Collects and tracks sponsorship applications and along with the VPD and VPM, reviews applications to determine sponsorship awards. Also communicates to the sponsorship recipients.
- Manages the [Teams@faithinpractice.org](mailto:Teams@faithinpractice.org) inbox.
- Prepares and mails Team Leadership Packets for all teams in a timely fashion.
- Prepares and mails Welcome Packets to volunteers on a weekly basis.
- Schedules team member assessments and saves the results on the network drive by deadlines outlined on team checklist.
- Ensures that supplies used for department-related tasks are kept in stock and assists in ordering additional supplies when needed.

- Fields general phone calls, answers volunteer inquiries, assists volunteers and donors in making payments over the phone, etc.

## **EDUCATION AND EXPERIENCE**

- Bachelor's Degree required.
- Minimum of 1 - 2 years' experience in related field.
- Technically proficient with the ability to troubleshoot, problem-solve, work independently and collaboratively with colleagues and departments.
- Ability to make recommendations on improving efficiency with day-to-day tasks.
- Solid verbal and written communications skills with colleagues and volunteers.
- Excellent organizational skills, attention to detail, and the ability to prioritize multiple projects and tasks simultaneously while meeting deadlines.
- Flexibility in working some evenings and weekends and ability to travel to Guatemala on occasion.
- Microsoft Office (including Word, Outlook, PowerPoint and Excel), SurveyMonkey, and PirateShip