



OUR LADY OF LOUDES HOSPITALITY NORTH AMERICAN VOLUNTEERS

Travel and Logistics Supportive Needs Coordinator **(SUPPORTIVE CARE PILGRIMAGE COORDINATOR)**

Full Time Hourly Position in Syracuse, New York

This position is on-site in our Syracuse office, Monday through Friday, between 8:30 AM and 5:30 PM Eastern office hours with some meetings or scheduled commitments on evenings or weekends. Hours may increase in preparation for pilgrimages, special activities or events. This position will be in-office hours and is not a remote position. Compensation and Benefits included. Pay is based upon experience.

POSITION DESCRIPTION, QUALIFICATIONS AND SKILLS

Compassionate, organized, efficient and joyful coordinator of planning, intake, and administrative fulfillment for ill or disabled travelers with medical supportive needs assisted by volunteer medical teams and helpers on pilgrimages to Lourdes-France.

A passion for the Mission and Charism of Lourdes Volunteers as a collaborative team member. Travel, medical or program management experience and/or language skills are desired, but not required. Strong oral and written communication skills, contract negotiation experience and the ability to multi-task and prioritize with sound judgment, creative initiative and conscientious attention to detail, timeliness and budget goals along with Microsoft Office Suite proficiency. A willingness to travel to Lourdes for experiential learning (a valid passport required) is required.

RESPONSIBILITIES

Coordinate Supportive Care Pilgrimages, including but not limited to:

- *intake and onboard pilgrims, family members and volunteers
- *develop Supportive Care Plans with medical volunteer teams
- *oversight of balance of needs to services ratios of needed care to support services
- *negotiation and management airline, accommodations and meals contracts
- *securing connecting domestic travel and transportation
- *receiving and/or verifying licenses (active or expired) and references for volunteers
- *assuring Safe Environment compliance for volunteers on Supportive Care Pilgrimages
- *arranging or assuring travel insurance purchases
- *scheduling and conducting volunteer, leadership and medical team meetings
- *overseeing accurate and timely invoicing and receivables
- *supporting collections, if and as needed
- *assisting with travel insurance claims
- *inputting or updating records information
- *preparing and presenting reports, including annual report