

0410 HOPE Center Facilitator

Overview

Title: HOPE Center Facilitator	Commitment Level (1-4): 2
Reports To: HOPE Center Manager	On Boarding Required (Y/N): No
Department: HOPE Center - Operations	Minimum Commitment: 4 Months
Job Code: 0410	Typical Service Commitment: 4-12 Months
Date Modified: 25 Dec 2025	Date Reviewed: 19 Nov 2025

Summary Description

Assist with the management of the land-based HOPE Center. These facilities are utilized to provide a place for up to 300 patients and their caregivers to stay while waiting for or recovering from surgery.

Essential Duties and Responsibilities (include but not limited to)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily:

- Maintain a safe, supportive environment that promotes the health and wellbeing of patients, caregivers, and staff
- Assist in managing all aspects of the land-based HOPE Center, including establishing and following operational procedures and supervising housekeeping and food services
- Initial facility set up and training of Day Crew (local staff hired to work during the field service) at the beginning of the field service. HOPE Center facility pack down and handover at the end of the field service
- Coordinate with Hospital staff to ensure smooth patient flow between the HOPE Center and the ship for appointments, admissions, and discharges. Share updates on patient progress, caregiver involvement, daily routines, supplement compliance, and readiness for HOPE Center discharge.
- Collaborate with the Ward, Preop, Outpatients, and Rehab teams to resolve patient-related issues
- Participate in a rotating on-call roster for after-hours emergencies
- Provide basic nutrition support and assist the infant feeding program as directed by the dietitians
- Supervise the day crew by providing daily oversight, guidance, and support. Mentor individuals in their roles, foster strong working relationships, and empower day crewteam leaders to lead effectively. This may also include having one-on-one reviews and evaluations with the day crew to give honest feedback.

- Manage weekly supply orders and inventory for food, cleaning and hospital supplies; send order confirmation to HOPE Center Manager and Admin Assistant
- Maintain relationship with on-ship departments that work with HOPE Center
- Track day crew attendance, patient census, and weekly food count using Microsoft Excel.
- Administer minor first aid
- Due to the ever-changing staffing levels and field service rotations, all crew may be reassigned to temporarily fill roles in other departments in a time of need
- Other duties as assigned

Qualifications (Knowledge, Skills, Abilities, and Requirements)

The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Supportive of Mercy Ships mission and vision, and committed to its core values
- Able to live in and contribute to community life, requiring stable and healthy interpersonal skills. Cross-cultural living experience is a strong asset.
- Understand and apply servant leadership, work collaboratively with integrity and demonstrate accountability
- Strong interpersonal skills with cultural sensitivity and awareness
- Strong written and verbal English language skills with ability to adapt to multiple dialects. Conversational French is beneficial
- Well organized and adaptable; able to prioritize and multitask independently
- Demonstrate strong computer skills, especially with Microsoft Excel. Able to complete many computer tasks at the same time including updating multiple databases, entering information quickly and correctly, and communicating effectively across multiple digital platforms in a timely manner.
- Physically and emotionally resilient. Able to work long, physically active days in hot, humid, loud, outdoor conditions. The workday is typically 13 hours, not including the drive to and from the ship
- Able to work a flexible schedule to meet the needs of the organization, including weekends. Ready to fill in unexpected gaps in the schedule from illness or unexpected events.
- International Drivers Permit and experience driving manual transmission vehicles preferred

Education and Experience

The requirements listed below are representative of the education and/or experience required:

- Successful completion of Mercy Ships On Boarding program if serving 12 months or longer
- High School Diploma or GED equivalent required
- Current Cardiopulmonary Resuscitation (CPR) or Basic Life Support (BLS) certification is preferred
- Leadership experience preferred
- Mercy Ships experience or related experience in a multi-cultural, international setting is preferred
