

Job Title: Operations & Program Coordinator

Reports to: Deputy Executive Director

FLSA Status: Non-exempt

Employment Type: Full-time (32 hours per week, detailed schedule below)

Location: VIM Cascades, Bend, OR (onsite)

About VIM Cascades

Volunteers in Medicine, Clinic of the Cascades (VIM Cascades) provides healthcare to low-income, working adults who live in Central Oregon and have no medical insurance or means to pay for care. Using a community approach, in-clinic volunteers and local pro-bono medical partners collaborate to provide patients with necessary primary and specialty medical care, prescription medications, basic dental care and mental health counseling. Patient costs are funded by patient donations along with individual, corporate and foundation support. VIM has contributed over \$212 million in care to more than 16,000 people in Central Oregon since opening in 2004.

We believe in a culture of caring, respect, and dignity for both our patients and our team.

We believe in the health of our community.

Position Summary

The Operations & Program Coordinator is the operational hub of our clinic, providing essential support across office administration, volunteer management, and development (fundraising). This is a dynamic, hands-on role for a highly organized and proactive individual who thrives on variety and is passionate about our mission of healthcare for all. The ideal candidate will be a skilled multitasker and an excellent communicator who enjoys providing foundational support throughout our nonprofit clinic. This includes serving as the initial liaison for our volunteers and being the go-to person for general administrative support. This position ensures the smooth day-to-day functioning of the clinic and is vital to sustaining our operations and future growth.

Key Responsibilities

Office & Clinic Operations:

- Act as the primary coordinator for all office and building operations, including maintenance, repairs, janitorial services, and landscaping.
- Manage relationships with outside service vendors and schedule their services.
- Support staff leadership to maintain VIM Cascades' operational dashboard and ensure all staff members are updating their data on a monthly cadence.
- Maintain inventory and order all office and clinic supplies.
- Serve as the on-site contact for deliveries, phone calls, and our co-located clinical tenant.

Coordination & Administrative Support:

- Provide support for Board of Directors meetings, taking minutes at bi-monthly meetings, coordinating logistics, preparing materials, etc.
- Support staff leadership in administrative support related to the Board of Directors.
- Provide administrative support in drafting, updating, and maintaining organizational policies and processes in collaboration with staff leadership.

Volunteer Program Support:

- Coordinate volunteer inquiries and onboarding.
- Serve as the point of contact for volunteer inquiries and maintain positive relationships with current volunteers.
- Work with clinical and administrative staff to identify volunteer needs and refer volunteers as needed.
- Maintain volunteer records and ensure compliance with organizational policies.

Development & Fundraising Support:

- Support the overall development strategy, including coordination of fundraising events from planning to execution.
- Maintain the in-kind donation process, including solicitation, tracking, acknowledgment, and distribution.
- Perform accurate and timely data entry of donor information and gifts into the DonorPerfect database. Also perform monthly reporting to the development tab of the clinic's data dashboard.
- Assist with mailings and communications, including direct appeals, newsletters, and donor gratitude.

A Note on Responsibilities: The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not an exhaustive list of all duties and responsibilities. In a small nonprofit environment, we all wear multiple hats. As part of our team, you may be asked to take on new or different tasks as needed to advance the mission of VIM Cascades.

Qualifications & Skills

- At least five years of experience in an administrative, coordination, or nonprofit program support role.
- Exceptional organizational and time-management skills with a proven ability to prioritize multiple tasks seamlessly.
- Ability to work collaboratively and independently as well as cross-culturally and inter-generationally.
- Strong written and verbal communication skills.
- High level of proficiency with Microsoft 365 (Microsoft Office, Teams, SharePoint); experience with DonorPerfect or a similar CRM is a plus. Experience with Epic or a similar EMR is a plus. Experience with QuickBooks is a plus.
- Ability to work independently with minimal supervision and also collaboratively as part of a team.

- Discretion and confidentiality in handling sensitive information related to donors, volunteers, and patients.
- A compassionate and professional demeanor with a strong commitment to the mission of VIM Cascades and belief in healthcare access and coverage for all.

Preferred Qualifications:

- Bilingual (Spanish and English)
- Bachelor's degree in business, social/health science, or another related field.

Schedule & Conditions:

- This is a full-time, 32-hour per week, non-exempt position.
- \$25 - \$31 hourly DOE.
- The regular schedule is onsite at the clinic:
 - Mondays and Tuesdays from 9:00AM to 6:30PM, and
 - Wednesdays through Fridays from 9:00 AM to 3:00 PM.
- This position is eligible for benefits including medical, retirement, and generous PTO.
- Must be flexible to work occasional evening and weekend hours (up to 40 hours in a week) for special events, community meetings, or board meetings. May flex time accordingly.

To Apply:

Please submit a resume and cover letter outlining your qualifications and interest in the position to info@vim-cascades.org. Applications received prior to September 24, 2025 will be given priority; however, applications will be reviewed on a rolling basis until the position is filled.

Volunteers in Medicine, Clinic of the Cascades provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws. VIM Cascades complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.