



Program Coordinator or Program Manager

*Title based on experience

Roles and Responsibilities

- Report directly to the Executive Director
- Be the main point of contact and representative to all the families we support at Luke's Wings
- Review all flight requests - sign all approved applications.
- Work with the families and Direct Travel to book flights and coordinate trips.
- Visit with families in DC as needed and assist families while on site – help coordinate value added deliverables from our partners.
- Travel to other hospitals to foster relationships on an as-approved basis.
- Build performance statistics, family stories, and family testimonial videos for the website and to support the Development Team on an as needed basis to help facilitate and win corporate sponsors, grants, donations, etc.
- Identify and attend external events and opportunities to promote the mission of Luke's Wings
- Seek to build non-profit partnerships that will grow the organization within its defined mission and offer opportunities to provide more flights to Luke's Wings beneficiaries.
- Work with the Development Team to cultivate monetary relationships as they arise during external endeavors and pursue cost saving partnerships (ie: airline partnerships)
- Attend weekly team meetings in which current flight numbers and/or key flight details are readily available for Development Team.
- Maintain electronic and hard files for each family on your laptop and in the office.
- Keep a spreadsheet/call log of all the requests and create metrics and key performance indicators from that data.
- Submit quarterly performance reports.
- Complete Mid-year & year-end Performance Progress Report and Professional Development Plan.
- Assist with the hiring of an assistant to your role who will assist you with your work, but who will also be available as a redundancy control and for succession planning purposes.
- Work hours are 9am to 5pm. All full-time employees are expected to be in the office Monday through Friday except holidays, sick days, snow days, and vacation days and except when working with beneficiaries on pre-approved activities outside the office.

Benefits:

- Full medical, dental, and vision coverage, as needed;
- Laptop;
- 403b non-profit retirement account.

About Luke's Wings:

Luke's Wings is a 501©3 military nonprofit founded in 2008 after learning that the government does not always provide flights for family or loved ones to be bedside after a service member is injured. This is where Luke's Wings steps in to fill the gap for the months and years ahead.

Families are completely on their own to travel back and forth between their everyday lives and their new reality. Luke's Wings provides complimentary airfare to wounded, ill, and injured service members, veterans and their loved ones keeping military families connected during recovery and rehabilitation. These flights bring mental, physical, emotional, and financial support, empowering wounded service members to overcome challenges they face every step of the way.

Ideal Candidate:

- Fast learner
- Personable, warm, and outgoing
- Organized
- Go-getter attitude
- Leader
- Dependability
- Strong communication, organizational, analytical critical thinking skills and work ethic