

## **Vision To Learn (VTL) Program Manager (PM) Job Description – Cleveland, Ohio**

### **About Vision To Learn**

Join **Vision To Learn** and make a direct impact in your community by helping provide vision services to school-aged children in underserved communities who would otherwise go without access to care.

Vision To Learn is the largest school-based vision care nonprofit in the country. VTL exists to address one basic premise – if you can't see, you can't learn. Vision To Learn provides free eye exams and free glasses to students in underserved communities to help them succeed in school and in life. Founded in Los Angeles in 2012, Vision To Learn has since expanded to schools across the country. Vision care is critical as 80% of all learning during a child's first 12 years is visual, we work to solve the problem of lack of access by partnering with school districts to provide eye exams and glasses at no charge to families. We have provided over 2 million vision screenings, 500,000 eye exams and 400,000 new, prescription glasses in the last decade.

### **Who We Are**

Vision To Learn will expand our work in Ohio, launching a new program serving the Cleveland area in early 2024. We are friendly, high energy, knowledgeable, and detail-oriented professionals committed to Vision To Learn's mission. We approach our work with a value system of service excellence, empathy, integrity, open communication, empowerment, and an eagerness to help the communities we serve.

### **Core Description**

We are looking for a Program Manager (PM) for our Northeast Ohio region. This position oversees the operation of the mobile clinic and clinical staff. The PM will be a leader to this staff and strategically leverage their talents to smoothly maintain and run a program to support students throughout urban, suburban, and rural underserved communities in the Cleveland area. In addition, the PM will be the point of contact for our community and school partners ensuring the required support documentation and system data materials are managed in an efficient and timely manner.

This is a wonderful opportunity for someone that loves a challenge and who would be eager to be the face of a very successful, scaling program while building community and brand partnerships.

The PM is responsible for the day-to-day operations of VTL's mobile vision clinics within their region including but not limited to:

- Efficient use of the mobile clinic via accurate schedules for exams, clear logistical information for clinic staff and school contacts, and consistent communication of expected patients served on a daily basis.

- Professional attitude and delivery of high-quality medical care to every patient, partner, parent and visitor.
- Development/maintenance of major on-the-ground relationships with key local stakeholders, including schools and districts, community organizations, and philanthropic funders, critical to the long-term viability of the program.

To do this, the PM is responsible for running the mobile vision service program during the school term (primarily in schools) and the summer (primarily in community organizations) throughout their region and is expected to:

- Create and maintain schedules of screenings, exams and dispensing.
- Ensures patient, school, and regional data is collected in a timely and accurate way.
- Oversee program related functions of staff and ensure delivery of consistent, quality service provided by clinic staff.
- Work productively with the Director of Operations to advance the strategy and sustainability of the program.

## **Core Job Responsibilities**

### Operations

- Create and maintain comprehensive and efficient clinic and vision services operations, including screening, exams, and dispensing, coordinating with site partners, and creating and communicating detailed schedules, logistics, and site information to staff
- Maximize efficiency of operation through comprehensive understanding of district calendar, operational details, management of clinic team, and efficient use of and oversight of regional data and data systems
- Input/manage the input of accurate and timely data into relevant VTL systems, including the electronic medical records database (as applicable to PM and or in consultation with medical personnel), Basecamp (site scheduling system), dispensing system, public reimbursement billing (in consultation with VTL national public reimbursement personnel), and other systems as developed and introduced
- Coordinate vehicle maintenance with optician to keep clinic(s) and equipment in good working condition, maintain proper registrations and inspections, and coordinate with optician to plan for and ensure adequate supplies and inventory

### Relationships

- Communicate with staff, sites, districts, and families and other key local constituents such as funders and press, to build long-term community and regional specific partnerships critical for the smooth functioning of the program and positive VTL image and reputation over time

- Ensure MOUs are established with school districts and community organizations and renewed on a yearly basis

### Management & Quality of Care

- Quality control of customer service, including prompt follow-up on any patient, family, or community partner comments and requests, and consistent professionalism of the program
- Understand and comply with policies outlined in the VTL handbook as provided by VTL leadership and/or HR department
- Build positive organizational culture through verbal/written performance feedback, helping to troubleshoot problems as they arise, assisting staff in learning to problem solve, and through effective communication with key personnel and VTL leadership

### Interface with VTL Management

- Pro-actively coordinate operations and flag program issues with Director of Operations
- Provide input on expected exams to be provided and staffing hours (as needed) each month, quarter and/or year for budget development by CFO
- Collaborate with HR department on hiring of all regional staff, including opticians, optometrists and/or other personnel as needed
- Collaborate with the Development team and assist in providing data, operational plans and other important information related to development and grant requirements
- Attend grant meetings and site visits where necessary for purposes of donor and partnership development
- Assist in communications, maintaining files of and providing local stories, photos, or other highlights proactively and as requested
- Provide input on VTL policies, initiatives, and organization-wide projects as needed

### Who You Are

- A strong leader with experience overseeing multiple staff in a fast paced environment
- A multi-tasker with the ability to prioritize tasks and organize responsibilities in an effort to manage various projects
- A self-motivated, positive individual with a can-do attitude, excellent judgement and the ability to work with uncertainty.
- A problem solver with a keen understanding of how logistical decisions impact others.
- A data analyzer comfortable compiling large data sets and the technology (such as Excel) required to compile and manipulate data, weighing multiple factors,

balancing qualitative and quantitative information to make sound recommendations / come up with robust solutions

- A strong communicator, both written and verbal, with staff as well as our community partners.

## **Qualifications**

### Required

- Minimum education: Bachelor's Degree
- Computer/IT literacy and comfort with Microsoft Office Suite, email, spreadsheets, databases, and web-base software
- Ability to communicate well with staff and constituents, both written and verbal
- Ability to perform analysis using spreadsheets
- Basic understanding of budgets, planning and data analysis
- Strong leadership and project management skills working with a multi-person team
- Positive, can-do attitude and ability to work and make sound decisions under uncertainty

### Preferred

- Background in nonprofit, education, or related fields
- Experience in logistics and project management
- Prior budget management responsibilities
- Public speaking experience
- Fundraising and grant writing experience

## **Compensation**

Commensurate with experience. Range: \$60,000-\$65,000

Successful candidates will have a proven track record for success, with positive, proactive attitudes who are dedicated to our mission. Vision To Learn is a rapidly growing organization and team players are critical to our collective success. For more information, please visit [www.visiontolearn.org](http://www.visiontolearn.org). Qualified applicants should email resume and cover letter to [careers@visiontolearn.org](mailto:careers@visiontolearn.org).

## **News To Share**

In 2022, Vision To Learn was selected by two-time Pulitzer Prize winning New York Times columnist Nicholas Kristof as a recipient of the well know [Holiday Impact Prize](#). This Prize recognizes non-profits helping children in need through outstanding, heroic work that changes communities for the better.

<https://kristofimpact.org/> <http://tiny.cc/VTLKristof>

The work done by VTL has also been featured in *The Washington Post*, ESPN, PBS News Hour, countless local television pieces and newspaper articles. VTL was commended by the US Senate in a bi-partisan resolution signed by 43 Senators. In terms of evidence-based service, glasses provided by VTL have been found to have a high impact on the academic success of students by researchers at both UCLA Mattel Children's Hospital and Johns Hopkins University.

## **Values Statement**

Vision To Learn is committed to promoting diversity, equity and inclusion by striving to embrace, recognize and cultivate differences and honor the strengths and contributions of all employees. VTL welcomes applicants who bring a variety of perspectives, experiences, and competencies. People of color, women, people with disabilities, and LGBTQIA+ persons are strongly encouraged to apply. VTL is an equal opportunity employer and does not discriminate based on race, creed, color, religion, ethnicity, national origin, party or political affiliation, sex, sexual orientation or gender identity, age, disability, veteran status, marital status, or any illegal or prohibited factor.

As a direct healthcare provider and to protect the health and well-being of our employees, VTL has implemented best practices for ensuring a clean and safe work environment. Employees will be asked to provide proof of COVID-19 vaccination and pass a Department of Justice background check/fingerprinting (LiveScan), child abuse history clearance, TB, and drug test.

**Job Type:** Full Time

### **Benefits:**

- Dental insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Paid time off
- Vision insurance