

## **Vision To Learn**

**JOB TITLE:** Program Manager – South Carolina - Spartanburg

**REPORTS TO:** Director of Operations

**JOB TYPE:** Full Time

### **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 eye exams and glasses to students in underserved communities at no cost to the student or their families 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 3.4 million vision screenings, 665,000 eye exams and 545,000 new, prescription glasses in the last decade.

### **WHO WE ARE**

Vision To Learn will expand our work in South Carolina, launching a new program serving the Spartanburg area beginning in fall of 2025. 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.

### **GENERAL PURPOSE OF THE JOB**

This position is accountable for overseeing the overall management of a region including operations of mobile clinic(s) in designated areas including:

- Operations Management including financial oversight of operation;
- Patient Care Coordination, Patient Satisfaction and Clinical Outcomes;
- People Management; and
- Regulatory Compliance and Risk Management.

The Program Manager provides leadership and direction to the regional staff to ensure safe, efficient, and ethical patient care and positive teammate relations.

---

NOTE: This document is intended to describe the general nature and level of work performed. It is not intended to serve as an all-inclusive list of the duties, skills and responsibilities required of employee in this job classification.

## **CORE RESPONSIBILITIES**

We are looking for a Program Manager (PM) for our Spartanburg region. This position oversees the regional staff which could include office admin 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 within the region. 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.

## **ESSENTIAL FUNCTIONS**

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; and
- 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;
- Ensure 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; and
- Work productively with the Director of Operations to advance the strategy and sustainability of the program

## **Financial, and Operations Management**

- 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

---

NOTE: This document is intended to describe the general nature and level of work performed. It is not intended to serve as an all-inclusive list of the duties, skills and responsibilities required of employee in this job classification.

- 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; on occasion you may be required to drive the clinic(s)
- Provide oversight to all regional staff including clinic and administrative staff
- Provide financial oversight for regional operations through monitoring of revenues and expenditures for the operation
- 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 the Development team and Director of Operations 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

### **Patient Care Coordination, Patient Satisfaction, and Clinical Outcomes**

- Ensure accurate data entry and record keeping, within the organization's EHR (SPARTA), related to patient and procedure reports, in an effort to ensure ethical, accurate, and timely submission of public reimbursement charges for delivery of service
- 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
- 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
- Assist in communications, maintaining files of and providing local stories, photos, or other highlights proactively and as requested

### **People Leadership**

- 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
- In partnership with the Director of Operations, ensure MOUs are established with school districts and community organizations and renewed on a yearly basis
- Collaborate with the Director of Operations, Development Team and Communication Team for Coordination of branded Glasses Celebrations.

---

NOTE: This document is intended to describe the general nature and level of work performed. It is not intended to serve as an all-inclusive list of the duties, skills and responsibilities required of employee in this job classification.

- Collaborate with HR Department and Recruiting Team on hiring of all regional staff, including opticians, and/or other personnel, as needed
- Coordinate with Medical Director and Recruiting Team for staffing of optometrists
- Collaborate with HR Department on onboarding of all regional staff, including optometrists, opticians and/or other personnel, as needed
- Collaborate with HR department to resolve employee relation issues and performance appraisals in a timely manner and developing/mentoring staff
- Coordinates onboarding training to ensure optician and operations staff are prepared to operate in the field
- Supports clinical and operations staff with on-going training to meet VTL policies and compliance standards
- Collaborates with Medical Director to ensure new ODs receive proper training before beginning in the field

### **Regulatory Compliance and Risk Management**

- Pro-actively coordinate operations and flag program issues with Director of Operations
- Understand and comply with policies outlined in the VTL handbook as provided by VTL leadership and/or HR department
- 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 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 / produce robust solutions
- A strong communicator, both written and verbal, with staff and community partners

### **EDUCATION**

- Bachelor's Degree

### **EXPERIENCE**

- 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

---

NOTE: This document is intended to describe the general nature and level of work performed. It is not intended to serve as an all-inclusive list of the duties, skills and responsibilities required of employee in this job classification.

## **KNOWLEDGE, SKILLS, ABILITIES**

- 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
- Valid driver's license required, with a good driving record and familiarity with phone GPS

## **COMPENSATION**

Commensurate with experience. Range: \$70,000-\$75,000.

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 our website at [www.visiontolearn.org](http://www.visiontolearn.org). Qualified applicants should send their resumes to [abrowne@visiontolearn.org](mailto:abrowne@visiontolearn.org) and [careers@visiontolearn.org](mailto:careers@visiontolearn.org).

## **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 pass a Department of Justice background check/fingerprinting (LiveScan), child abuse history clearance, TB, and drug test.

### **Benefits:**

Health Insurance

Vision Insurance

Paid Time Off

401(k)

Employee Assistance Program

Flexible Spending Account

---

NOTE: This document is intended to describe the general nature and level of work performed. It is not intended to serve as an all-inclusive list of the duties, skills and responsibilities required of employee in this job classification.

## Dental Insurance

---

NOTE: This document is intended to describe the general nature and level of work performed. It is not intended to serve as an all-inclusive list of the duties, skills and responsibilities required of employee in this job classification.