

Helen Keller JOB ANNOUNCEMENT

Program Specialist, Vision Program (Newark & Surrounding Communities)

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities that are striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition and clear vision, we help millions of people create lasting change in their own lives. Working in more than 20 countries – across Africa, Asia, Europe and the United States – and together with a global community of supporters, we are ensuring every person has the opportunity – as Helen did – to reach their true potential.

Background

Recognizing a lack of accessible, adequate vision care among low-income adults and children in the US, Helen Keller International established the US Vision Program (formerly known as ChildSight®). Since 1994, Helen Keller has provided free vision screenings for more than 2.2 million individuals in the United States and provided more than 375,000 of them with prescription eyeglasses to solve common vision problems.

Helen Keller is seeking a Program Specialist to join the dynamic implementation team in New Jersey to coordinate and deliver program activities in Newark and surrounding communities.

Key Responsibilities

With support and supervision from the Program Manager, the Program Specialist plans and schedules activities for and provides services to target communities that follow program guidelines.

Direct Services

- Consult on the development of a detailed plan for the on-site schedule of screenings, refraction, and eyeglass distribution in conjunction with the school system and other partners as needed to ensure efficient use of staff time, Optician and Optometrist services and assure transport of equipment.
- Travel to schools and/or other host locations in target communities with materials needed to conduct program activities.
- Partner with representatives at host location to set up space to ensure safe and smooth operations. Break down and pack up at close of day.
- Provide on-site supervision and conduct on-site program processes such as vision screening, refraction assessment, eyeglass selection and ordering, assembly and distribution of eyeglasses, and completion of all program paperwork.
- Train new staff and contractors on program protocols and provide guidance and correction, as needed. Schedule and conduct regular 5-minute Peer Conversations with team and provide input into performance reviews.
- Promote follow-up eye care by conducting educational information sessions to program participants and families/guardians regarding the screening assessment, vision health, potential vision difficulties, and treatments.

- Participate in the design, testing, and implementation of the program materials including, but not limited to, impact surveys, and outreach and educational materials for program participants and families/guardians.
- Cultivate and maintain relationships with key program partners to assist in gathering information and collecting data on program participants.
- Collect and prepare data results from impact surveys and share results with the Program Manager.

Family Engagement

- Communicate with families/guardians by phone or email to share information regarding their student's referral to refraction services through the Vision Program.
- Provide families/guardians with information about their student's vision needs, gather relevant health insurance information, and request consent to bill insurance for refraction assessment services.
- Connect families/guardians with community eye care providers, promote their compliance with referrals for complete eye exams, as needed, and provide referrals for health insurance enrollment and other related services.
- Conduct follow-up with parents to confirm compliance with recommended care.
- Gather and submit relevant student and parent information to partnering providers.

Administrative Duties

- Assure understanding and adherence to HIPAA policy and procedures (national standards to protect sensitive patient health information) by program staff and school personnel.
- Follow Helen Keller's procedures for maintaining all program files, records and documents to ensure HIPAA compliance.

Requirements

- Bachelor's degree plus two years related experience, or equivalent combination of education and experience.
- Experience working in school and/or health settings and with adolescents preferred.
- Professional communication skills. Strong interpersonal skills including the ability to communicate effectively across cultures.
- Solid organizational skills and reliable attention to detail.
- Demonstrated ability to liaise effectively with community partners, troubleshoot issues, propose solutions and take proactive approaches to improve program processes including:
 - asking for information in a way that is clear and specific; and
 - interacting with internal colleagues and community partners with diplomacy and tact.
- Oral and written proficiency in Spanish is *strongly preferred*.
- Ability to work independently and prioritize workload, assume responsibility for work, and follow through to completion.
- Ability and willingness to work under pressure with a positive attitude as a part of a team.
- Willingness to travel within the targeted communities, potentially using own personal vehicle, with supplemental business insurance to be reimbursed by Helen Keller.
- Demonstrable respect for all persons regardless of religion, ethnicity, class, or gender, with a high comfort level working in a diverse environment with a demonstrated commitment to high professional, ethical standards.
- Basic computer literacy sufficient to input quality data into database of record.
- Ability to lift and transport boxes of eyeglasses and/or required daily program equipment that may weigh up to 25 pounds.
- Helen Keller International requires all staff who work in our offices and/or who provide services to beneficiaries of our US programs to be fully vaccinated against COVID-19, whether or not they have had COVID.

- For the time being, Helen Keller also requires all staff to wear masks while providing program services and when in any open or public space in the office and to observe social distancing.

Conditions:

- The position is part-time with variable hours each week and is primarily active during the academic year when schools are open.

To Apply

Qualified candidates should submit a cover letter and resume to usvp.recruitment@hki.org. Applications will be accepted until the position is filled.

In the spirit of our namesake, Helen Keller is dedicated to building an inclusive workforce where diversity in all its forms is fully valued.

We are an Equal Opportunity Employer where all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, genetic information, disability, or protected veteran status.

We are committed to providing reasonable accommodation to individuals with disabilities. If you are a qualified individual with a disability and need to request an accommodation during the application or interview process, please contact us at the email above or call: +1 646-356-1789.