Helen Keller International
JOB ANNOUNCEMENT

Program Specialist:
Family Engagement and Program Services, ChildSight®
(Milwaukee, WI)

Established in 1915 with Helen Keller as a founding trustee, Helen Keller International (HKI) is dedicated to saving the sight and lives of the world’s most vulnerable and disadvantaged. Headquartered in New York City, HKI currently conducts programs in 20 countries in Africa and Asia, as well as in the United States. Renowned for its reliability, efficiency and high level of technical expertise, HKI promotes the development of sustainable, large-scale programs that deliver effective preventative and curative services for nutrition, eye health and neglected tropical diseases.

ChildSight® Program Overview
Recognizing a lack of accessible, adequate vision care among low-income children in the United States, HKI established ChildSight® in 1994. The program identifies and treats refractive errors (i.e., nearsightedness, farsightedness and astigmatism) by providing in-school vision screenings, prescription eyeglasses, and ophthalmologic referrals to local partners for follow-up care as needed. In so doing, the program "brings education into focus” ™ for children who would otherwise be left with poor vision – and unfulfilled potential. To date, ChildSight® has screened more than 1.9 million students in the U.S. and has provided free eyeglasses to approximately 300,000 children living in some of our country’s poorest neighborhoods. We are currently seeking a Program Specialist to join the program team in Milwaukee.

Specific Responsibilities

Direct family engagement
- Communicate with parents by phone or email to share information regarding their child’s referral to refraction services through the ChildSight® program;
- Provide parents with information about their child’s vision needs, gather relevant health insurance information and request consent to bill insurance for refraction assessment services;
- Connect families with community eye care providers, promote parents’ compliance with referrals for full eye exams, as needed, and provide referrals for health insurance enrollment and other related services; and
- Conduct follow-up with parents to confirm compliance with recommended care.

Measuring success
- Participate in the design, testing and implementation of the program materials including, but not limited to, parent surveys, parent and student outreach and educational materials;
- Cultivate and maintain relationships with key school personnel to assist in gathering information and collecting data from students; and
- Collect and prepare data results from survey; and share results according to work plan developed with the Program Manager.

Data and Administrative Management
- Assure understanding and adherence to HIPAA policy and procedures by ChildSight® program staff and school personnel;
- Follow the proper maintenance procedure of all files, records and documents relating to HKI program activities based on developed HIPAA protocol and compliance;
• Gather and submit relevant student and/or parent information to partnering providers;
• Prepare first draft of monthly reports for review by supervisors; and
• Plan and implement program events when required.

Program Services
• Assist in the development of a detailed plan for 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 OD services and assure transport of equipment.
• Oversee and conduct on-site program processes such as the vision screening, refraction assessment, eyeglass selection and ordering, assembly and distribution of eyeglasses, and completion of all program paperwork.
• Assist with the onboarding of new staff training, staff development and contracted services engaged in the implementation of the program; Work with Manager/Director to reward employees, address complaints and resolve problems.
• Promote follow-up care by conducting educational information sessions to children, school personnel and/or parents/guardians regarding the screening assessment, vision health, potential vision difficulties and treatments;

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. Prior experience in health literacy, parent advocacy and engagement and/or community development preferred.
• Knowledge of and sensitivity to local context preferred.
• Ability to work independently, but also coordinate effectively as part of a team.
• Excellent inter-personal skills; demonstrating diplomacy and tact.
• Excellent organization, communications and writing skills, including public speaking.
• Strong English-language communications skills; proficiency in Spanish, Arabic, Burmese, Hmong, Karen S'gwa or Somali preferred.
• Demonstrable respect for all persons regardless of religion, ethnicity, class or gender.
• Willingness to travel within state and use of a personal vehicle with adequate insurance for HKI business.

Conditions:
This is a part-time position (approximately 25-30 hours per week) that is active only during the academic year.

To Apply:
Please submit a cover letter and resume to ChildSight.Recruitment@hki.org noting the job title and state in the subject line. Applications will be accepted until the position is filled.

Helen Keller International is an Equal Opportunity Employer. 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:
Tel: 646-356-1789 or Fax: (212) 532-6014