

## Helen Keller JOB ANNOUNCEMENT

### Program Manager, Vision Program *(Minneapolis-St. Paul, MN)*

Helen Keller International is a global health organization dedicated to eliminating preventable vision loss, malnutrition, and diseases of poverty. Cofounded by Helen Keller – and guided by her fierce optimism and belief in human potential – the organization delivers life-changing health solutions to vulnerable families where the need is great but access to care is limited. In the US, Africa, and Asia, Helen Keller’s proven, science-based programs empower people to create opportunities in their own lives and build lasting change.

#### **Background**

Recognizing a lack of accessible, adequate vision care among low-income adults and children in the US, Helen Keller established the US Vision Program (formerly known as ChildSight®), which currently operate in CA, MN, NJ, NY & TX. Since 1994, Helen Keller has provided free vision screenings for more than 2.1 million individuals in the United States and provided more than 350,000 of them with prescription eyeglasses to solve common vision problems.

Helen Keller is seeking a Program Manager to join the dynamic Minnesota Vision Program team and manage program activities in and around the Greater Twin Cities area.

#### **Functional Relationships**

Reporting to the Director, US Vision Program, the Program Manager will also work closely with the Program Finance Officer, as well as with the project’s donors and partners, and will supervise a team of seasonal program staff. The Program Manager will partner regularly with Business Development and External Relations staff on communications and fundraising activities, and other Global Management staff in Finance, Human Resources, Information Technology and Operations who provide support to the program on an as needed basis.

Helen Keller International has a matrixed reporting structure that respects both the line management and authority within project hierarchies; and the accountability and oversight duties of subject matter experts in global management who support the projects. Regular communication and a spirit of teamwork among colleagues are essential to make this structure thrive.

#### **Scope of the Position**

The Program Manager’s main responsibilities are programmatic and operational management, including staff management, the preparation of work plans, budgets, integration of new policies, procedures, and initiatives, drafting donor reports, success stories, and day-to-day monitoring and evaluation of program implementation quality and overall progress against set objectives. Working in collaboration with colleagues, the Program Manager also supports long-range planning and supports local fundraising efforts.

## **Specific Responsibilities**

### Program Development

- Lead the planning and implementation of all local program activities per US Vision Program guidelines.
- Monitor and evaluate program activities, identify aspects requiring improvement, and work with senior staff to enact the necessary modifications to enhance program quality and efficiency.
- Work closely with relevant colleagues to develop and implement a fundraising strategy to fulfill all donor objectives.
- Provide program data and success stories for marketing purposes and grant proposals and to support local advocacy efforts focused on improving access to eye health services.
- Create and maintain relationships with key program partners where program services will be provided.

### Program Implementation and Oversight

- Develop and implement 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.
- Hire and train and supervise new staff and contractors on program protocols and provide guidance and correction, as needed.
- Create a supportive working environment to deliver expected results. Guide staff and consultants to achieve goals and contribute to an atmosphere conducive to professional growth and development, engaging in regular performance conversations.
- 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.
- Promote follow-up eye care by conducting educational information sessions to program participants and families parents/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, program participants and families/guardians outreach and educational materials.
- Ensure the collection of data results and prepare reports from impact surveys to share results with the Program Director.
- 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.

### Administrative Duties

- Assure understanding and adherence to HIPAA policy and procedures by Vision program staff and school personnel.
- Follow the proper maintenance procedure of all files, records and documents relating to Helen Keller program activities based on developed HIPAA protocol and compliance.

## Requirements

- Bachelor's degree plus 3 to 5 years related experience, or equivalent combination of education and experience.
- Experience working in school and/or health settings and with adolescents preferred.
- Professional communication and writing 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 programmatic management processes including:
  - asking for information in a way that is clear and specific
  - interacting with internal colleagues and community partners with diplomacy and tact
- Oral proficiency in Spanish, Karen or Somali language highly preferred but not mandatory. 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.
- Demonstrated knowledge of the application of information technology to Helen Keller program areas. Knowledge of software used for database and other work documents (e.g. Microsoft Office Suite).
- 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.

## To Apply

Qualified candidates should submit a cover letter and resume to [HKL.recruitment@hki.org](mailto:HKL.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 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.*