



## PROGRAM DIRECTOR

### Who We Are:

Lions Vision Services (LVS) was created by the Lions Clubs of South Carolina in 1969 and exists today to empower the under-served blind and visually impaired in South Carolina to live safe, meaningful, and fulfilling lives. LVS offers a range of programs and services to low-income South Carolina residents in all 46 counties who apply for need-based financial assistance with obtaining eye exams, eyeglasses, affordable eye surgeries, and vision technology. Free vision screenings are provided to promote early detection and correction of vision impairments. Each spring LVS hosts a Blind Fishing event and throughout the year manages quarterly meetings of the Palmetto Vision Alliance.

We partner with a robust statewide network of ophthalmologists, anesthesiologists, surgery centers, optometrists, low vision doctors, and other nonprofit organizations to provide these services. These partnerships result in LVS clients receiving a significant discount on services, leveraging every \$1 raised into \$4 in the value of services provided.

Our vision is a vibrant community in which preventable blindness is eliminated, the blind and visually impaired have the resources necessary to live fulfilling lives, and public perception recognizes the potential and dignity of every blind and visually impaired person. We are an organization pursuing rapid and sustained growth to meet the burgeoning and urgent demand for vision health services in South Carolina. Our core values are empathy, community, growth, accountability, and curiosity. We encourage all applicants to read [our definitions of these values on our website](#) *before applying* to gain a better understanding of our organization's culture.

Currently LVS is headquartered in Columbia, South Carolina. This job is a full-time hybrid position with 3 or more days of remote work available. Statewide travel including weekly trips to the HQ, regular in-person meetings, some weekends, and after-hours events are required.

### Position Summary:

The Program Director (PD) is responsible for overall management and impact of the flagship eyecare program at Lions Vision Services: the Affordable Eye Surgery Program.

The PD works extensively with the LVS eyecare provider partner network, regularly traveling the state to engage with partners, expand the network, and ensure partner satisfaction with program operations. Key program functions include: organizing outreach events (especially in areas historically under-served by LVS programs), answering inquiries, sending client applications, vetting and verifying client applications, maintenance of the client moves-management system and client database, coordination of program funding streams with the development department, negotiating fee agreements, facilitating client scheduling, capturing client and provider testimonials and success stories, managing post-service follow up, processing program payments, and assisting development staff with funder reports.

The PD provides critical, high-quality customer service for clients, partners, and the general public in a fast-paced and sometimes time-sensitive environment. The PD reports directly to the Executive Vice President and works regularly with fundraising staff and senior staff.

Primary Responsibilities:

**Programs and Operations**

- Assist with the bilingual accessibility of LVS program materials.
- Manage all inquiries related to the LVS Affordable Eye Surgery Program.
- Process all client applications in a timely manner. Communicate client status to LVS clients.
- Manage the client moves-management system and keep the client database CRM up to date.
- Negotiate and secure fee agreements for physicians, anesthesia, and surgery centers for all approved LVS Eye Surgery clients.
- Coordinate scheduling of surgery services based on availability of funding. Communicate scheduling needs clearly and preemptively to all clients and healthcare partners.
- Capture client testimonials and success stories throughout the process. Help draft compelling, detailed, ethical, and client- and donor-centric stories.
- Send post-service client surveys and manage reporting results. Maintain a minimum of 15% response rate. Manage long-term surveys for 1-, 3-, and 5-year impact measurements.
- Increase key impact measurements year-over-year.
- Manage program reports and updates, including weekly updates to staff, quarterly updates to the board, and semi-annual updates for funders.
- Increase LVS's use and application of the Results Based Accountability (RBA) framework for reporting program outcomes and anticipating future community needs.
- Lead the cultivation and expansion of LVS Healthcare Provider Partners including ophthalmologists, anesthesiologists, and surgery centers who assist with the LVS Affordable Eye Surgery Program. Travel regularly to in-person meetings with eyecare partners. Maintain and increase the quality of the partner experience with LVS programs.
- Increase referrals from and cooperation with Free Clinics, FQHCs, Lions Clubs, and other nonprofit organizations serving potential LVS clients.
- Maintain all service data and secure all client information in compliance with all legal standards, including HIPAA regulations and industry best-practices.
- Ensure LVS remains the preferred nonprofit eye surgery partner in South Carolina.

**Financial Management**

- Advise the President & CEO and Chief Program Officer on the program's financial needs. Anticipate and help plan for future program needs.
- Assist with program-related questions and reports for the annual audit.
- Assist the President & CEO in tracking budget performance, reporting regularly on the organization's financial status and disseminating information to appropriate staff.
- Enter program payables daily.
- Process payments every Friday and submit to President for approval and signature.

- Answer all vendor inquiries.
- Ensure prompt payment of all program fees to vendors and partners.

### **Fund Development**

- Assist fundraising staff with the management of eye surgery grants and special fundraising appeals.
- Track the distribution of grant dollars and administration of grant goals.
- Assist the fundraising staff with strategic vendor solicitations of eyecare partners for specific campaigns.

### **Compliance and Best Practices**

- Ensure LVS programs maintain compliance with all applicable legal standards, including HIPAA regulations and industry best-practices.
- Participate in appropriate Board committees and attend all Board meetings.
- Perform other miscellaneous duties as assigned and provide supportive assistance across the organization as needed.

### Qualifications:

#### **Required**

- Alignment with and enthusiasm for the LVS mission and core values – a love for serving others.
- Ability to think critically and analytically to solve problems as they occur, anticipate future challenges, and take initiative within your delegated responsibilities.
- Minimum of 5 years of nonprofit or healthcare administration experience.
- Familiarity with Microsoft 365, CRM systems, and other various business software – a high adaptability to new technology.
- Ability to interact with clients, donors, volunteers, healthcare providers, and others in a positive, uplifting manner.
- Good verbal and written communication skills – a general proactive approach to communication and adaptability to a range of communication preferences.
- Rigorous attention to detail and goal-oriented organizational skills to manage multiple projects, competing priorities, deadlines, and a fast-paced environment while maintaining thorough records.
- Valid driver's license and access to reliable transportation – ability to travel regionally within South Carolina as needed. Weekend and after-hours events will be required.

#### **Preferred**

- Proficiency/experience in Clear Impact's Compyle case management system. Please note *any* experience with CRM systems.
- Bilingual proficiency in Spanish.

### Competencies:

- Empathy – ability to recognize clients' external stressors, provide guidance on navigating social safety net programs, and assist clients in breaking through barriers to access

eyecare. Offer understanding but persistent accountability to clients struggling to obtain eyecare.

- Results Orientation – sets stretch goals and strives to achieve goals.
- Concern for Quality – carefully prepares materials and monitors accuracy.
- Teamwork – fulfills commitments to team members timely, reliably, and efficiently.
- Service Awareness – responds to client and vendor requests in a timely and professional manner.
- Analytical Thinking – breaks down concepts, issues, and problems into their component parts; analyzes the costs, benefits, risks, and chances for success in decisions.

#### Compensation and Benefits:

- The PD position has a starting salary of \$50,000/year and is a full-time salaried exempt position, paid bimonthly on the 15<sup>th</sup> and the last business day of every month.
- Health Insurance – 100% employer paid for employee (available after 90 days).
- Dental/Vision – 100% employer paid for employee (available after 90 days).
- Simple IRA plan with 3% match (available after 6 months).
- 12 paid holidays per year.
- Paid time off – 15 days after 3 months for first year of employment.
- Separate paid sick leave and bereavement, including allowances for mental health needs.
- Separate paid maternity and paternity leave.
- 3+ days/week of remote work after orientation period.

#### Application Process:

**Interested, qualified applicants should send up to a 1-page cover letter, their resume, and 3 references in a single PDF to [resume@lionsvisionservices.org](mailto:resume@lionsvisionservices.org) with “Program Director Application” in the subject line by June 30, 2024.**

Applications will be received, reviewed, and processed until the position is filled. Ideally a candidate will be in place by July 1, 2024.

**LVS is an equal employment opportunity employer.**