

Job Posting

Title: Low Vision Clinic Manager

Location: Seattle, Washington

Dept.: Employment and Community Services

Reports to: Orientation and Mobility Supervisor

Status/Shift: Full-Time/M-F

The Lighthouse for the Blind, Inc. transforms the lives of people who are blind, DeafBlind, and blind with other disabilities. Through employment opportunities, we are a catalyst for empowerment. We foster self-confidence and instill a life changing affirmation that independence is possible. From our expertise in cutting-edge technology to our understanding of mobility, we help people who are blind and DeafBlind live fulfilling lives.

We believe everyone, no matter their vision abilities, deserves to experience the power of employment. Our goal for each person we reach is to ignite a fire of determination that is centered on the reality that blindness doesn’t define who you are or how you choose to live.

Purpose:

The Low Vision Clinic Manager supports clinic and retail low vision devices store operations by planning, organizing, implementing, and directing administrative and service delivery systems to ensure efficient and effective delivery of services; overseeing program and personnel accountability; and ensuring efficient and effective fiscal management in a collaborative, results-oriented environment in alignment with The Lighthouse mission, vision, values, and strategic initiatives.

Responsibilities:

Program Management and Administration:

* Coordinate with Employee and Community Services Dept staff & other organizational stakeholders as needed to ensure delivery of comprehensive, quality services to employees and community members
* Implement and maintain program function, policy, and practices that provide quality supports to all employees and community members
* Monitors programs and provides timely information to VP of Employee & Community Services to determine continued viability; supports contemporary programming and practices
* Develops, implements, and maintains processes and procedures for efficient and effective service delivery, fiscal management, statistics collection, and adherence to policies and procedures
* Monitoring of scheduling of clinic patients. Ensures efficient scheduling to maximize clinic utilization
* Responsible for acquisition and monitoring inventory of Assistive Technology and other store assets and stewarding positive relationships with vendors
* Supervises all aspects of Low Vision Store operations and serves as backup for in-store sales

Personnel:

* Supervises Independent Living Program staff and Occupational Therapy (OT) clinic position
* Supports successful staff outcomes by communicating job expectations; planning, monitoring, and appraising job results; coaching and counseling employees; initiating, coordinating, and enforcing systems, policies, and procedures
* Recruits, supports, and supervises store personnel

Fiscal:

* Responsible for timely and accurate billing review, and coordination with external 3rd party billing as needed; collaborates with Finance Department to monitor payments and address aged receivables Includes Medicare, Medicaid, and private insurance billings
* Supervises collection of and proper accounting for sliding scale fees
* Works closely with Development and Communications Department staff and VP of Employee & Community Services to ensure accurate grants accounting, timely grants reporting, and grants budget development
* Develops and monitors annual clinic and store budgets in coordination with VP of Employee & Community Services

Other:

* Ensures appropriate use of resources and transparency, including: review & measure efficiency & outcomes on an ongoing basis; identify trends and make program and budget decisions based on those and in consultation with VP of Employee & Community Services
* Coordinate and collaborate effectively across departments within the Lighthouse to support delivery of services
* Ensure and support delivery of leadership & upward mobility opportunities for individuals who are blind
* Work closely with community organizations and agencies to maintain and strengthen relationships and resources
* Other as assigned

Knowledge, Skills, and Abilities Requirements:

* Demonstrated track record in team-oriented business management.
* Mature judgment and sensitivity in interpersonal relations and among diverse groups
* Advanced proficiency in Microsoft Office Suite (especially Excel and Word)
* Experience with industry-specific management and finance systems a strong plus.
* Strong communications, team-building, analytical, and problem-solving skills.
* Ability to manage multiple projects simultaneously with minimal supervision.

Minimum Requirements:

* Bachelors degree in Business Administration, Vocational Rehabilitation, or related. Four (4) years of management experience may substitute for BA/BS.
* Masters degree in Business, Healthcare Administration, or related is preferred. Four (4) additional years of management experience may be substituted for MA/MS
* Experience with private insurance, Medicaid, and Medicare billing is highly desirable.
* Three (3) years management experience in a retail setting, including supervisory duties
* Ability to work schedule as assigned

The Lighthouse for the Blind, Inc. is an equal opportunity employer and does not discriminate on the basis of age, sex, marital status, sexual orientation, gender identity, race, creed, color. National origin, honorably discharged veteran or military status, or the presence of any sensory, mental or physical disability or the use of a dog guide or service animal by a person with a disability.

FEDERAL CONTRACTOR

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document forms upon hire.

To submit an application for this position or for more information about the Lighthouse for the Blind, Inc. please visit [www.lhblind.org/jobs](http://www.lhblind.org/jobs)