



The First Source for Nonprofit Leaders SINCE 1963



POSITION GUIDE

ORGANIZATION:	The Chicago Lighthouse
POSITION:	Senior Vice President of Rehabilitation and Educational Services
REPORTS TO:	President & CEO
LOCATION:	Chicago, Illinois

MISSION

The Chicago Lighthouse is a world-renowned social service organization serving the blind, visually impaired, disabled and Veteran communities. Recognized as a pioneer in innovation since 1906, The Chicago Lighthouse provides vision rehabilitation services, education, employment opportunities and assistive technology for people of all ages.

ABOUT THE LIGHTHOUSE The Chicago Lighthouse is one of America's most comprehensive non-profit agencies serving people who are blind, visually impaired, disabled, and Veterans. Over the past 112 years, the Lighthouse's humble founding mission to provide food and clothing has grown to encompass a wide range of programs to help its clients lead more independent lives. Today, the agency fulfills its mission through 39 diverse programs in clinical, rehabilitation, education and employment services.

Among these programs are the nation's oldest vision rehabilitation center, a nationally-acclaimed school for children who are blind with multiple disabilities, a radio reading service for those unable to access print media, an assistive technology center, a pro bono legal clinic, and a comprehensive training and employment services program to help those with vision impairment find or maintain jobs.

The Chicago Lighthouse instituted its Employment Service Program in order to offer comprehensive career development and training that helps individuals who have visual or physical disabilities or who are Veterans enter the workforce and build meaningful careers. To increase job placements, the Program expanded these efforts in 2009 by creating The Chicago Lighthouse Communications Center (CLCC). This training and transitional work program fully prepares participants to enter the workforce in the fields of customer service and data entry. Located at The Lighthouse's main facility, the CLCC is the only such program operated by those with visual disabilities in the Chicagoland area.

Bolstered by the success of this enterprise, The Lighthouse has gone on to support nine call center contracts, all of which provide gainful employment for individuals who are blind, visually impaired, disabled or Veterans. The ongoing expansion of its call center social enterprise has allowed the Lighthouse to employ over 600 individuals, including many with visual or physical disabilities or Veteran status.

Former Chicago Mayor Richard M. Daley called the Lighthouse one of the most "comprehensive social service agencies in the United States" given the diversity of programs and beneficiaries of Lighthouse services.

OPPORTUNITY

Today, The Chicago Lighthouse serves more than 67,000 people each year. Looking ahead, the Lighthouse board and staff are committed to growing that impact by expanding critical programs, forging collaborative partnerships and creatively approaching the challenges patients and clients face daily. In just three years, the number of Lighthouse employees has nearly quadrupled with expansion into the social enterprise arena, focused on customer care services. The Lighthouse's nationally prominent low vision clinic has become a world-class example of comprehensive rehabilitation and demonstrates its evolving role as a pioneer in vision care innovation.

As a critical new role within the Lighthouse team, the Senior Vice President position brings the opportunity to lead several of the rehabilitation and educational services foundational programs that help its clients optimize remaining vision, meet developmental and educational milestones, find employment and lead more independent lives.

The selected candidate will enjoy the opportunity to work in a fast-paced, caring environment where interdisciplinary teamwork and collaboration create innovation and impact. The Lighthouse's leadership team blends the best of two worlds, as they serve with the heart of a nonprofit, but manage with the innovation and bottom-line focus of a for-profit business.

POSITION DESCRIPTION

The Senior Vice President, Rehabilitation & Educational Services is a new position resulting from growth and success in Chicago Lighthouse programming. Reporting directly to the President and CEO, this position will be a part of the executive team and will encompass some of the responsibilities previously held by another lead individual within the organization. The work of the Senior Vice President will be a critical factor in the overall performance of the Lighthouse.

The Senior Vice President will collaborate with management team members to implement policies, develop quality improvements, and ensure the smooth running of business according to established policies, vision and mission. This position will also participate in the formation of these policies, vision and mission. Moreover, the Senior Vice President will ensure that departments are managed in a fashion that optimizes financial and organizational results. He or she will assist in the planning of agency-wide programs, budgets, serve as a leader and resource, and offer direction. Primary areas of focus include but are not limited to Educational Services, Employment Services, Assistive Technology and The Tools for Living Store. The Senior Vice President will assume responsibility for preparation of compliance, quality, maintenance of strategic goals/objectives, business plan and re-accreditation processes.

Specific activities of the Senior Vice President include, but are not limited to, the following:

- Participates in the development and implementation of strategic initiatives and tactical plans that enable organizational objectives to achieve key strategies.
- Monitors, analyzes and evaluates the activities and performance effectiveness of assigned areas of responsibility.
- Defines strategies for effective data analysis and reporting in the Low Vision Clinic. Selects, configures and implements analytics solutions to quantify performance.
- Coordinates financial management within respective areas of responsibility, including the development of annual budgets, variance analysis and monthly financial reports; develops annual capital budgets and cost benefit analysis for new and/or expanding programs and services; ensures that overall productivity of respective areas of responsibility continually improve through regular monitoring of systems, processes and delegation/streamlining of functions.
- Monitors overall productivity of respective areas of responsibility.
- Closely monitors safety and the quality of services provided in assigned areas and strives to continuously improve the service provided to our consumers.
- Interacts with colleagues at all levels of the organization and in the community in a diplomatic, professional and tactful manner; positively represents The Chicago Lighthouse.
- Collaborates with appropriate stakeholders and considers impact, including financial, on all stakeholders in the decision-making process.
- Ensures consistent adherence to all standards, policies, procedures and systems; participates in and supports programs which result in increased motivation and effectiveness of management and staff; delegates the daily management of such programs to appropriate management/supervisory staff.
- Provides direction, leadership and supervision for all assigned program areas.

- Develops and implements marketing/outreach strategies to targeted populations and provides direct services that respond to our business and employer communities.
- Produces and provides required reports for funding sources.
- Acts as liaison between funding sources and assigned programs.
- Identifies and networks with community organizations and businesses, and develops career opportunities for participants.
- Evaluates the services and strategic plans of the agency in relation to specified goals & standards and recommends modifications where appropriate.
- Responsible for assigned state/federal and other funding applications for agency programs; monitors compliance of grants with Executive Vice President/Chief Financial Officer.
- Provides direction and leadership in evaluating, researching, and planning program and business development.
- Maintains frequent relations with high-level professional and administrative personnel in the social service and rehabilitation field, such as United Way, Department of Human Services (DHS), and National Industries for the Blind (NIB).
- Stimulates the development of professional standards for the agency; supervises and monitors the agency accreditation systems such as the National Accreditation Council (NAC) and United Way. Performs other duties as assigned by the President and CEO.

CANDIDATE PROFILE

The new Senior Vice President for Rehabilitation and Educational Services will be a proven leader with at least ten years of professional experience, including five years or more in senior level management. Candidates for the position must demonstrate vision and skill in business development as well as a commitment and passion for the Lighthouse mission of providing opportunities for people who are blind or visually impaired. Previous experience with visual impairment, blindness, and/or multiple disabilities is preferred, as is a record of membership in an organization closely related to rehabilitation or visual impairment.

Important personal qualities include high emotional intelligence, kindness and a heartfelt concern for both staff and community partners. The successful candidate will possess a natural curiosity, creative problem-solving skills and be able to thrive in a fast-paced environment. The Lighthouse enjoys and values a family-like atmosphere, where team members hang their egos at the door and roll up their sleeves for the benefit of the mission. A collaborative, collegial, diplomatic nature is a must.

A master's degree in rehabilitation administration, business administration, public administration or a related field is required. Health or education backgrounds would be desirable, as would be evidence of continuing education, certification and executive level training.

To apply, please submit a current resume and letter of introduction to Kittleman & Associates, LLC at <https://www.kittlemansearch.com/the-chicago-lighthouse/>

For more information about The Chicago Lighthouse, <http://chicagolighthouse.org/> .