Position Title: Vision Care Access Coordinator
Reports To: Director of Community Health
Status: Full-time, grant-funded position
Location: Greater Milwaukee area, with a combination of office-based, remote, and community-based work

Position Summary

Prevent Blindness Wisconsin (PBW) is seeking a full-time Vision Care Access Coordinator to improve access to follow-up vision care for children referred after vision screenings.

Focused in Greater Milwaukee, this position will work with schools, childcare centers, families, eye care providers, and community organizations to identify and address barriers preventing children from receiving recommended vision care. The coordinator will support families through the referral process while coordinating school-based vision screenings and developing sustainable screening and referral processes that can be maintained by schools and community partners and expanded to other Wisconsin communities.

Key Responsibilities

Vision Screening and School Partnerships

- Recruit and establish partnerships with schools and childcare centers throughout Greater Milwaukee to provide vision screenings.
- Coordinate vision screening activities, including scheduling, supplies, logistics, and volunteer recruitment and training.
- Build relationships with school administrators, nurses, social workers, teachers, and other school personnel.
- Develop sustainable screening processes that allow schools, childcare centers, and volunteers to coordinate and conduct screenings independently.
- Establish referral processes and provide schools with resources to communicate screening results and connect families with follow-up care.

Family Care Navigation and Referral Follow-Up

- Contact families of children referred after vision screenings to explain results and recommended next steps.

- Identify barriers to follow-up care, including insurance, cost, transportation, language, and provider availability.
- Help families find appropriate eye care providers, schedule appointments, navigate insurance, and access available resources.
- Follow up with families to confirm children receive eye examinations, prescribed glasses, and recommended treatment.
- Re-engage families who have not completed follow-up care and provide additional navigation support as needed.

Healthcare and Community Partnerships

- Build relationships with pediatric eye care providers, healthcare systems, insurers, and community organizations.
- Expand access to providers willing to see referred children, particularly children ages 3–5 and those covered by BadgerCare or without insurance.
- Identify gaps in pediatric vision care access and work with partners to address barriers affecting families.

Program Development and Sustainability

- Develop and improve sustainable vision screening, referral, and care navigation processes.
- Train school and center staff to use PBW's vision screening, referral, and family communication resources.
- Develop practical resources, including referral workflows, family communication materials, provider directories, and follow-up protocols.
- Document successful approaches and develop a toolkit that can be used by schools and community partners in other Wisconsin communities.

Data, Evaluation, and Reporting

- Maintain accurate and confidential screening, family, and referral records in Salesforce or other approved systems.
- Track screening activity, referrals, barriers to care, completed eye examinations, and glasses received.
- Monitor program outcomes and use data to identify gaps and guide improvements.
- Assist with grant reporting, program evaluations, and presentations to funders and community partners.

Qualifications

Required:

- Bachelor's degree in public health, community health, social work, education, nursing, human services, or a related field; equivalent experience may be considered.
- Experience working with children and families in healthcare, schools, or community programs.
- Strong communication, relationship-building, organizational, and problem-solving skills.
- Ability to manage multiple projects, work independently, and collaborate with community partners.
- Proficiency in Microsoft Office, particularly Word and Excel, Microsoft Teams, Canva, and Salesforce.
- Commitment to health equity, family-centered service, and PBW's mission.

Preferred:

- Experience with pediatric healthcare, vision care, school health, or care coordination.
- Experience coordinating school-based programs, volunteers, or community partnerships.
- Knowledge of Milwaukee-area schools, healthcare providers, and community resources.
- Experience with Medicaid or insurance navigation.
- Bilingual ability, particularly English and Spanish.

Work Environment and Schedule

This position offers a combination of in-person and hybrid work, with flexibility based on program needs.

Occasional evening and/or weekend hours may be required for school activities, community events, trainings, and other program-related events.
Travel throughout Greater Milwaukee and occasionally to other areas of Wisconsin is required.

How to Apply

Please email your resume and a brief cover letter to Courtney@pbwi.org.