



**Position:** Coordinator, Quality  
**Reports To:** Senior Manager, Quality  
**Location:** Ethiopia/Ghana  
**Position Type:** Full-time

**ORGANIZATIONAL PROFILE:**

For more than 43 million people, blindness is a daily reality; another 295 million suffer from moderate to severe vision impairment. 90% of these people live in low- and middle-income communities where access to eye care is limited and the challenges for those who can't see are severe. But, there is hope: 80% of this burden is treatable or preventable. For example, 17 million blind people could be cured with a 10-minute cataract surgery. Millions more suffer from corneal blindness, which is often preventable or treatable. At the Cure Blindness Project, we believe avoidable blindness can – and must – be overcome. For more than 25 years, we have worked alongside a capable network of collaborators to help people around the world retain and regain their sight by developing high-quality, cost-effective eye care systems in underserved areas of the world. With the help of partners in more than 25 countries, HCP has provided more than 1.4 million sight-restoring surgeries and screened more than 14.5 million people to provide care and basic treatments. We've trained more than 19,500 eye health professionals and have established 5 eye hospitals. There is more work left to do, but we can overcome the mountain of global blindness, together.

Cure Blindness Project is expanding its team to meet new challenges, scale its work, and broaden its reach. We are seeking individuals who are passionate about changing lives and want to be a part of a team that works together to reach new heights. We want leaders who can aim high, make things happen, and are invested in building a positive team dynamic to bring the work to life.

**VISION:** We will be the catalyst to create a world in which no one is needlessly blind.

**MISSION:** We enable countries to end avoidable blindness by developing high quality, cost-effective eye care systems in underserved areas of the world so everyone everywhere can regain or retain their sight.

**SCOPE OF WORK:**

Reporting to the Senior Manager of Quality, the Coordinator of Quality is responsible for executing the Quality program for Cure Blindness Project which currently encompasses Cataract Outreach, Ophthalmology Residency Training, and Eye Banking, with the long-term goal of adding additional programs. The job entails implementing standards and quality assurance processes, overseeing certifications and Continuous Quality Improvement (CQI) initiatives with the ultimate goal of ensuring that Cure Blindness Project partners show measured progress as outlined in the strategic plan.

**ESSENTIAL JOB FUNCTIONS:**

- Implement the Quality program annual plan and budget, in collaboration with team leadership and regional teams.
- Collaborate with team leadership and regional teams in the development of Quality program initiatives.
- Maintain collaborative working relationships with counterparts in other Cure Blindness Project offices, including regional, national and headquarters.
- Implement tools and standards that will help partners achieve and exceed organization goals for the quality program.
- Partner with MEL, Outreach and Tertiary Program teams for alignment on program implementation.
- Oversee the Quality Program KPIs and budgets to ensure proper grant allocation and contribute content for various reporting requests.
- Foster a positive and productive organizational culture in alignment with Cure Blindness Project global culture and values.
- Represent Cure Blindness Project at outside meetings and professional gatherings.
- Perform other projects and duties as assigned.

**Cataract Quality Program (80% of time)**

- Maintain the Cure Blindness Project's Standard Operating Procedures (SOP) and Recommendations for Cataract Surgical Interventions.
- Implement training and consultation strategies to support Cure Blindness Project's Standard Operating Procedures and Recommendations for Cataract Surgical Interventions.
- Schedule and facilitate virtual training for internal teams including Cure Blindness staff, country teams, and partner staff.
- Schedule and facilitate virtual orientation training programs for Cure Blindness partners.

- Partner with the Outreach Program team and implementing partners to enable adoption of SOPs/Recommendations.
- Work with partners and individual ophthalmologists to provide the requested support and consultation.
- Visit targeted partners for orientation, assessment and audit in both hospital and outreach settings.
- Monitor the development of international standards changes and ensure prompt and complete implementation of new standards into policy and procedures.
- Implement a quality assurance program to ensure improvement of cataract surgical outcomes.

#### Eye Banking Quality Program (15% of the time)

Should be able to understand the Eye Bank Quality function roles and responsibilities as outlined below and serve as a back up and support to perform the following on need basis:

#### Eye bank assessment visits (Audits)

- Verify and analyze performance of routine quality controls and quality assurance for Eye Bank Partners such as laboratory maintenance and tissue release.
- Perform periodic on-site quality audits of eye bank partners.
- Evaluate all technical aspects of eye bank partners for quality controls and interacting with key eye bank partner leadership to implement improvements.
- Establish and maintain routine reports to demonstrate quality performance of all key eye bank partner activities.

#### Consulting

- Perform, and monitor quality assurance training program for relevant eye bank partner personnel.
- Review and update the Eye Banking Global Policy and procedures manual yearly and as needed and ensure they are adopted by eye bank partners.
- Monitor the development of local and international standards changes and ensure prompt and complete implementation of new standards to Eye Banking Global Programs Policy and Procedures.

#### Residency and Other Programs (5% of time)

- Assist in coordinating the Implementation of Continuous Quality Improvement

efforts in collaboration with the Tertiary team.

- Assist in coordinating training opportunities to help improve the quality of the training programs.

## **QUALIFICATIONS**

To be successful in this role, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Experience in project execution and working with NGOs (partnership with Civil Societies Organizations).
- Excellent interpersonal communication skills to build rapport with staff, partners, government officials, donors and community leaders.
- Ability to work under pressure meeting deadlines in a fast paced fluid environment.
- Creative and flexible with problem solving skills.
- Demonstrated professionalism and diplomacy.
- Computer skills in MS Office programs, particularly Excel.
- Prior experience and strong organizational skills.
- Excellent oral and written English skills required.

### Required Skills/Knowledge/Abilities:

- Experience in Quality Assurance, Quality Control and Quality Improvement.
- Experience in Project Management with the ability to manage multiple projects simultaneously, prioritize tasks, meet deadlines, and deliver high quality products in compliance to allocated budget
- Support/assist in organising and tracking of administrative/logistical arrangements for quality related training/meetings/conferences
- Experience with Microsoft Word, Excel
- Broad based process improvement experience
- Experience in process-based audit
- Ability to work with a diverse range of internal and external stakeholders including partners, cross-functional teams, senior level subject matter experts.
- Ability to thrive and adapt in a fast-paced and evolving environment – virtually and in-person.
- Experience working in multi-cultural environments and ability to successfully
- Collaborate with cross functional teams and leaders to drive results.

- Strong written and spoken English language proficiency.
- Flexibility to work off hours, nights, and weekends when needed.
- Ability to travel domestically up to 40% of the time and internationally 10% of the time.

Experience:

- BA/S or equivalent in social sciences, development studies or other related disciplines OR an equivalent combination of education, professional development and relevant work experience. Masters degree preferred.
- A minimum of 4 years' experience in quality assurance/quality control managing global health and development programs and liaising with government officials and donors.

Additional qualifications include:

- Excitement to join a nonprofit institution poised to expand global operations.
- An outgoing personality that can collaborate with a variety of personalities at all levels of the organization, building relationships and shared goals across departments and partner organizations.
- A sense of discretion and a high degree of professionalism is required, and an ability to maintain confidentiality of highly sensitive information.
- Demonstrates a highly professional and cooperative demeanor with supervisors, coworkers and partners.
- Strong interpersonal, communication, facilitation, and presentation skills.
- Detail oriented and able to efficiently prioritize tasks.
- Flexibility to adjust and contribute to continually evolving work situations and changing priorities.
- Excellent computer skills and technical aptitude, proficient with Google Workspace, MS Office.
- Committed to advancing diversity, equity and inclusion.

Physical requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at a time.

**To Apply**

We invite qualified candidates to submit a resume and cover letter. Please send materials via email to: [jobs@cureblindness.org](mailto:jobs@cureblindness.org)

The Cure Blindness Project encourages applications from people of all races, religions, national origins, genders, sexual orientations, gender identities, gender expressions, and ages, as well as veterans and individuals with disabilities.