



## Director of Clinical Services Job Posting

Miracles In Sight in Winston-Salem, NC seeks a Director of Clinical Services to help facilitate high volume donation and ocular tissue transplantation program in our laboratory environment.

### **Essential Duties and Responsibilities**

- Can perform any role in Clinical Services.
- Understands the science and business concerns of penetrating keratoplasty, endothelial keratoplasty, and anterior lamellar keratoplasty as well as all tissue processing.
- Serves as a senior reviewer to make advanced decisions concerning donor eligibility and tissue suitability.
- Compile statistics to identify and analyze trends that improve the internal and external performance of the clinical services team.
- Assure the CS training program are maintained, updated, and appropriate for new and existing EBTs.
- Provide management reports of activities as requested by the management team.
- Stay abreast of new surgical techniques and technologies and develop new ocular processing procedures to fulfill these needs.
- Monitor and maintain staff results by coaching, counseling and disciplining employees; planning, monitoring, and appraising job results.
- Maximizes staff performance to ensure high ratios of corneal placement.
- Create annual budgets.
- Demonstrate interpersonal skills by effectively communicating, building rapport, and resolving conflict constructively with team members and outside agencies.
- Maintain MIS operations by initiating, coordinating, and enforcing, operational, and personnel policies and procedures.
- Maintain certification for eye bank technician (CEBT) by satisfying all requirements for recertification.
- Maintain MIS, donor, and recipient family confidence by keeping information confidential.

### **Requirements**

- Must be able to work in the Winston-Salem office.
- Thorough knowledge of ocular anatomy and physiology and disease processes are needed to understand aspects of donor safety.
- Although not required, a BS, BSN, training as an ophthalmic technician or clinician is recommended. Advanced degree (MBA, MS, MHA) is a plus, but also not required.
- Self-starter with ability to perform work independently.
- Skilled at creative problem-solving.
- Demonstrated leadership ability.

### **Benefits**

- Medical, Dental, Vision, HSA, Retirement, Life, AD&D, PTO