



Veteran's Employment Program Operations Assistant

About Chicago Lighthouse:

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 and expanded its programming to Veteran's services approximately 5 years ago.

Project Scope:

The New Sector Summer Fellow will help bolster the Veteran's employment program by researching and mapping cross-departmental (e.g. HR, IT, vision clinic, etc.) processes and spearheading technology tracking improvements for client intake and placement.

Responsibilities:

The Summer Fellow will be responsible for technology and process improvement system support. Specifically, the Fellow will be focusing on two key tasks over the summer:

Program Observations (40% of Project):

- Spend time with key departments and stakeholders, shadowing their work (e.g. pre-assessment process, testing, etc.) for first 2-3 of weeks of summer placement to fully understand the Chicago Lighthouse client service process
- Record detailed observation notes and map out the workflow of program operations, noting areas where connections or communications tend to break-down
- Learn to implement and take leadership on some elements of the process to gain a deeper understanding of daily operations and testing/assessment materials (e.g. employment service, HR team, job fair outreach)

Data Collection/System Development (60% of Project):

- Identify existing data and tracking processes that need to be integrated or adapted
- Seek out new data sources or data needs
- Develop and pilot a revised or new system for data tracking that meets the needs of stakeholders across departments

Deliverables:

- Map out key connections and gaps in the Veteran's employment program applicant and placement system, documenting the workflow between key departments and stakeholders
- Adapt or develop a new system for tracking clients
- Pilot the tracking system and adjust as needed

-Create a process map as well as data tracking system maintenance and usage guidelines to ensure long-term sustainability

A successful Fellow at The Chicago Lighthouse will:

- Skilled in technology tracking and/or systems design
- Comfortable with taking initiative; willing to jump in as a self-starter
- Curious; asks targeted questions to tailor adjustments and system to stakeholder needs
- Polite self-confidence, a maturity level to both listen and speak up to influence team decisions
- Interest in working with individuals with disabilities and learning from others with a diversity of backgrounds and talents