

PD-0006

Rev 7

Donor Services Coordinator

DEPARTMENT: Donor Services Center
STATUS: Non-exempt; Hourly
EXPOSURE RISK: Category III
SALARY GRADE: 40
REPORTS TO: Donor Services Manager
SUPERVISES: N/A

GENERAL JOB FUNCTION

The Donor Services Coordinator (DSC) manages all inbound and outbound calls related to death notifications and imminent death notifications evaluating, in collaboration with external clinical professionals, the potential of organ, eye and tissue donation. Engage with compassion, via phone, in presenting families with the opportunity for donation and supporting the family when donor designation exists. Partners with tissue team members, via phone, in coordinating activities related to tissue donation with internal and external customers to ensure timely recovery. Communicate with internal and external customers to ensure timely information related to donation activity. Maintain a high level of professionalism in all communication. Align daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Manage all inbound and outbound calls related to death notifications and imminent death notifications evaluating, in collaboration with external clinical professionals, the potential of organ, eye and tissue donation.

1. Following established regulatory requirements, evaluate referral calls in collaboration with external clinical professionals, for donation suitability.
 - a. Document referral contact information and all applicable patient information.
 - b. Review and document donor designation status, accessing only applicable data, via respective registry.
 - c. Engage in an in-depth phone conversation with clinical professional, documenting defined information while concurrently evaluating for donation eligibility requirements.
2. Thoroughly review and evaluate medical records obtained from the hospital.
3. Upon documentation of authorization, fulfill accurate completion of the Donor Risk Assessment Inventory (DRAI), a medical and social history evaluation, with the deceased Next of Kin (NOK) or appropriate historian in accordance with established policies and procedures.
 - a. Per annual training, will provide general explanation of the purpose, read all applicable questions in entirety, elaborate without leading to effectively communicate the intent and accurately document responses.
4. Partner, via phone, to evaluate donation opportunities with external customers and coordinate activities to ensure timely recovery.
5. Communicate effectively with other internal departments, hospital partners, Medical Examiners and Funeral Home representatives to ensure timely and accurate updates regarding the status of all donation activity.
6. Ensure thorough, accurate, and timely documentation all referral activity into defined systems in accordance with policy and procedure.

Engage in establishing rapport with donor families or Next of Kin (NOK), via phone, presenting families with organ, eye, and tissue donation information.

1. Embrace a practice philosophy, consistent with Family Services team, which supports maximizing authorization opportunities to provide organs and tissues for transplantation.
2. Identify and educate NOK, according to state or federal guidelines, about donation options and status of donor designation.
3. Make a positive presentation regarding the donation process utilizing current best practices and philosophies to obtain and document authorization.

4. Obtain legal authorization and/or facilitate carrying out of donor designation and authorization for research in a matter that meets or exceeds departmental expectations.
5. Keep the family informed, along with the health care professionals, regarding the timeline of the donation process, explains what is occurring and meets the needs of the families.
6. Provide support and assistance through sensitive and respectful consideration of culture, beliefs, and the grieving process.

STANDARD RESPONSIBILITIES

1. Perform work while demonstrating a commitment to excellence and performance improvement.
2. Update appropriate clinical and administrative documentation, including electronic systems, with accurate, real-time, appropriate information according to established practices and procedures.
3. Represent LifeSource in a professional manner with both internal and external customers, ensuring professional appearance and communication.
4. Participate in all appropriate meetings, in-person, on-site, or remote, as defined by leader.
5. Routinely share feedback, solutions, and ideas to leadership, including identification of training needs.
6. Exhibit outstanding clinical, customer service and collaboration skills as required by position.
7. Maintain confidentiality and respect of information obtained within purview of position, as defined by policy and procedure expectations and in accordance with HIPAA.
8. Demonstrate LifeSource Values in work behaviors and actions.
9. Actively participate on assigned committees, work groups and project teams.
10. Execute job responsibilities in accordance with established Standard Operating Procedures (SOPs), Policies (POL), and practices as trained.
11. Perform other duties as required and assigned by leader.

QUALIFICATIONS

1. Requires a combination of education and experience equivalent to 6 years of medical terminology, human anatomy or disease process responsibilities in a direct patient or family care setting.
2. Requires ability to display compassion with interpersonal, verbal, and written communication skills, including the ability to speak and communicate clearly to convey information to donor families, hospital team members and transplant/procurement personnel in person or by phone.
3. Prefer bilingual speaking proficiency.
4. Prefer previous experience working in organ donation or transplantation.
5. With the variation of work duties and volume, it is essential to have strong personal stress management skills.
6. Demonstrated ability to exhibit a high degree of quality, integrity, and honor confidentiality of all medical information and documentation, including protected health information (PHI).
7. Demonstrated ability to provide a high level of customer service to internal and external customers with proficiency in the ability to develop and connect with people quickly.
8. Proven self-directed, motivated contributor with a strong initiative and ability to function autonomously, establish priorities and work effectively within a team environment
9. Must be organized, detail oriented, and have excellent critical thinking and analytical skills.
10. Strong working knowledge of Microsoft Office applications.
11. Demonstrated ability to exhibit a high degree of quality, integrity, and honor confidentiality of appropriate information including, but not limited to, personal team member data, organizational operations or work processes, donor and donor family information, contributor details, any financial information and medical or protected health information (PHI) in accordance with HIPAA.
12. Strong working knowledge of Microsoft Office applications.

13. Proven skilled and competent in using technology-based tools such as personal computers and related software, mobile devices, and electronic medical record systems, as appropriate for position.

WORKING CONDITIONS

1. Must be able to work 36 hours per week and participate in a rotating schedule that includes evenings, nights, weekends, and holidays. Occasional overtime may be required.
2. Must be able to attend required organizational meetings outside of the required 36 hours per week or participate in person in all appropriate meetings at LifeSource as defined by their leader.
3. Must be able to work at a computer station for extended periods of time.
4. Affected team member in OSHA Exposure Category III never or rarely have exposure to bloodborne pathogens and do not handle materials that could spread infection (less than one opportunity per month). Additionally, they rarely interact with staff in patient or donor areas in a hospital or clinic setting while performing their assigned job duties.
5. Ability to lift up to 20 pounds occasionally.
6. Must be able to follow and successfully complete category immunization, health screening and background check requirements.

Donor Services Coordinator II

ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS, and ABILITIES

1. Provide guidance and support to team members by engaging in real time coaching and mentoring. Assists, as needed, with on-the job training of new team members.
2. Consistently engage in open, respectful, and professional communication and feedback, in alignment with values.
3. Assist with the establishment and implementation of new processes and procedures in response to regulatory, processor, or other changes impacting the position or work processes.
4. Collaborate in executing ongoing development initiatives based on advancements and changes within the industry to enhance processes in alignment with strategic goals.
5. Actively participates in a Focus Group/Committee with identified stake holder that aligns with strategic goals.
6. Complete additional projects as assigned by Manager.

ADDITIONAL QUALIFICATIONS

1. Requires a minimum of 1 year of experience as a Donor Services Coordinator.
2. Successfully meets expectations of position including consistently meeting departmental and individual goals.
3. Exhibits an understanding and execution of established processes and procedures, including timeliness and dependability.
4. Consistently observed upholding LifeSource values.

Preceptor Specialty

ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS, and ABILITIES

1. Exhibit knowledge and skills in teaching techniques to precept as defined by education and training standards. Actively commits to supporting these expectations and standards of behavior.
2. Demonstrate work behaviors representative of a leader or coach by displaying outstanding teamwork and collaboration skills.
3. Engage in effective on-the job training of new team members including proactive involvement of regular goal development and identification of activities to achieve
4. Participate in development of new orientation material in partnership with colleagues.
5. Engage in regular, appropriate, fact-based feedback via defined source.

6. Support team members still in mentoring by engaging in real time coaching and support.

Senior Donor Services Coordinator – Grade 50

ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS, and ABILITIES

1. Provide formal or informal work direction in the department’s day-to-day workflow, such as leading shift change hand offs, appropriate delegation of workload, etc.
2. Engage in real time feedback regarding suitability screening, real-time verification of paperwork and documentation to ensure policies, procedures and LifeSource values are upheld.
3. Assist with on-the job training of new team members including proactive involvement of regular goal development and identification of activities to achieve.
4. May participate in the development of orientation materials or simulation training experiences.
5. Provide guidance and support to team members by engaging in real time coaching and mentoring.
6. In conjunction with real time feedback, review team dashboard and identify, to lead, recommendations for re-training opportunities both on the departmental and individual level.
7. Lead a Focus Group or participate in a ‘getting to yes’ and/or ‘maximizing the yes’ committee with identified stake holder.
 - a. Engage in regular communication with stake holder and other committee members.
 - b. Collaborate in identifying goals and action items.
 - c. Consistently document and communicate status updates and next steps.
7. Lead the establishment and implementation of new processes and procedures in response to regulatory, processor, or other changes impacting the position or work processes.
8. Remain apprised of advancements and changes within the industry and specific area of responsibility. Propose and recommend opportunities for ongoing development initiatives or process enhancements in alignment with strategic goals.
8. Engage in root cause analysis, follow through and timely documentation of all non-conformance and compliance reports.
9. Coordinate, support and ensure timely completion of annual team member competency verifications.
10. Assist with scheduling and real time follow up and response to staffing needs.
11. Assist with data review, change requests, tracking & verification, and auditing of referral voice prints as requested.
12. Collaborate with leader to ensure customer requirements are being met and/or exceeded.
13. Completes additional projects as assigned by Manager.

ADDITIONAL QUALIFICATIONS

1. Minimum of 2 years’ experience as a Donor Services Coordinator and ability to engage in hours beyond standard DSC shift schedule designated for leadership commitments.
2. Requires Certified Tissue Bank Specialist (CTBS) designation. Once certified, you must obtain the required continuing education or recertification credits/process.
3. Requires consistent professional execution of preceptor specialty knowledge, skills, abilities, and responsibilities.
4. Demonstrated commitment to the LifeSource mission through activities beyond normal job duties.
5. Self-motivated with the ability to complete projects independently.
6. Ability to identify opportunities for process improvement by developing proposed solutions to identified areas of improvement.
7. Exhibit thorough understanding of established processes and procedures, including timeliness and dependability, by consistent, successful execution of job competencies.
8. Demonstrate work behaviors representative of a leader or coach by displaying outstanding teamwork and collaboration skills.

9. Consistently observed upholding LifeSource Values.

Team Member Statement of Acknowledgement and Understanding

Acknowledgement of this job description is performed electronically via Q-Pulse—the LifeSource document control system. A team member’s electronic signature will represent the following statement of understanding:

I acknowledge that I have received and reviewed the job description for my position, and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities, and requirements of this position. Additionally, I understand the general description of the expectations related to work hours and absences, attached herein, are subject to change based on department and organizational requirements. I understand that LifeSource has the right to revise this job description at any time.

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Donor Services Coordinator

The following is a general description of the expectations related to work hours and absences. This is subject to change based on department and organizational requirements.

POSITION EXPECTATIONS

Job Title: Donor Services Coordinator

Reports To: Donor Services Manager

Exemption Status: Non-Exempt; Hourly

WORK

Work Day: 12-hour shifts, 3 shifts per week

Hours: 12-hour shifts: day/night shift –5:45a – 6:15p; as appropriate, Swing shift - 11:30a to 12:00a

Lunch/Breaks: As defined by state law. Appropriate time to eat a meal; time over 20min required to be unpaid meal break.

Overtime: Overtime is not assigned unless a team member(s) is sick and immediate coverage is needed. No formal process for determining who will cover for sick calls.

On-Call: Team members only called in if others are sick, no formal on call hours scheduled

Flexible Hours: No

Flexible Location: No

Weekends: Staffed the same as weekdays. Team members are expected to work a minimum of 4 weekend days per month

Travel: No

Mandatory All team, departmental

Meetings:

Shift Relief: Yes-position covered 24 hours per day

ABSENCE

Planned Absence (*Vacation, Holiday, Leave of Absence, etc.*)

Short-term: A vacation request deadline, via established request process, is in place for each calendar month and built into the schedule. If more than two meet the deadline, it is based off of the amount of past granted vacations.

Long-term: Evaluate the critical level and fill shifts by asking team members to move from days to ensure appropriate coverage.

Unplanned Absence (*Injury, Illness, Leave of Absence, etc.*)

Short-term: Coverage by the team. Bring in temporary help, as appropriate.

Long-term: Coverage by the team. Bring in temporary help, as appropriate.

COMMENTS