

PD-0006

Rev 6

Donor Services Coordinator

DEPARTMENT: Donor Services Center
STATUS: Non-exempt; Hourly
EXPOSURE RISK: Category III
SALARY GRADE: 19
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. Engages 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. Assists transplant centers in coordinating organs for transplant including coordinating import organs according to United Network of Organ Sharing (UNOS) and established policies. 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, evaluates referral calls in collaboration with external clinical professionals, for donation suitability.
 - a. Documents 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 indepth 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, fulfills accurate completion of the Donor Risk Assessment Inventory (DRAI), a medical and social history evaluation, with the deceased Legal Next of Kin (LNOK) 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 with Tissue Recovery Coordinators, via phone, to evaluate donation opportunities with external customers and coordinate activities to ensure timely recovery.
5. Communicate effectively with other LifeSource departments, hospital partners, Medical Examiners and Funeral Home representatives to ensure timely and accurate updates regarding the status of all donation activity.
6. Ensures thorough, accurate, and and timely documentation all referral activity into defined systems in accordance with policy and procedure.

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

1. Embrace a practice philosophy, consistent with Family Services team, that supports maximizing authorization opportunities to provide organs and tissues for transplantation.
2. Identifies and educates LNOK, according to state or federal guidelines, about donation options and status of donor designation.

3. Makes 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. Keeps 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. Provides support and assistance through sensitive and respectful consideration of culture, beliefs, and the grieving process.

Collaborate with Transplant Centers within the established service area on the importing of organs for transplant from other service areas.

1. Respond and evaluate incoming organ donation offers for local transplant hospitals, from across the United States and Canada, via the United Network of Organ Sharing (UNOS) system.
2. After thorough evaluation, timely communicate acceptable offers to transplant center representatives based on defined criteria.
3. Plan, schedule and coordinate transportation for all import organ recoveries including ensuring LifeSource and transplant center team members as well as transplant surgeons arrival and departure from recovery hospital/airport. Additionally, ensure timely transportation and delivery of the crossmatch blood samples and the organ for transplantation.
4. Continuously updates and ensures accurate documentation on the import organ status and coordination details in computerized confidential donor record or forms, according to established policies and procedures.

STANDARD RESPONSIBILITIES

1. Perform work while demonstrating a commitment to excellence and performance improvement.
2. Update 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 in medical terminology, human anatomy or disease processes 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. Proven ability to problem-solve effectively and efficiently.
10. Must be organized, detail oriented, and have excellent critical thinking and analytical skills.
11. Strong working knowledge of Microsoft Office applications.
12. 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.
13. Proven skilled and competent in using technology based devices and mobile tools such as personal computers and related software, electronic medical record systems, mobile phones, and mobile printing devices

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.
2. Must be able to work additional shifts during times of high call volume or other organizational needs.
3. Must be able to attend required organizational meetings outside of the required 36 hours per week or participates in person in all appropriate meetings at LifeSource as defined by their Manager.
4. Must be able to work at a computer station for extended periods of time.
5. Occasional overtime may be required.
6. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines.
7. Affected team member in Category III never or rarely have exposure to bloodborne pathogens and do not have a potential for this exposure or 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.
8. Ability to lift up to 20 pounds occasionally.
9. Must be able follow and complete Category immunization, health screening and background check requirements.

Donor Services Coordinator II

ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS and ABILITIES

1. Provides 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 engages 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. Collaborates 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. Completes 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. Demonstrates work behaviors representative of a leader or coach by displaying outstanding teamwork and collaboration skills.
3. Engages 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. Engages in regular, appropriate, fact based feedback via defined source.
6. Supports team members still in mentoring by engaging in real time coaching and support.

Senior Donor Services Coordinator – Grade 20

ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS and ABILITIES

1. Provides formal or informal work direction in the department’s day-to-day work flow, such as leading shift change hand offs, appropriate delegation of work load, etc.
2. Engages in real time feedback regarding suitability screening, real-time verification of paperwork and documentation to ensure policies, procedures and LifeSource values are upheld.
3. Assists 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 collaboration with Clinical Educator, in development of orientation materials or simulation training experiences
5. Provides guidance and support to team members by engaging in real time coaching and mentoring.
6. In conjunction with real time feedback, reviews team dashboard and identifies, to management, 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. Engaging 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. Remains 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. Engages 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. Collaborates with Manager 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 above and 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. Exhibits thorough understanding of established processes and procedures, including timeliness and dependability, by consistent, successful execution of job competencies.
8. Demonstrates 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: Weekdays 12 hour shifts: day/night shift –5:45a – 6:15p and Swing shift - 11:30a to 12:00a

Lunch/Breaks: There are 3 different 12-hour shifts. Day shift, night shift and a swing shift that overlaps the two which provides breaks for the day and night shifts.

Overtime: Overtime is not assigned unless a team member(s) are 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 Meetings: All team, departmental

Shift Relief: Yes-position covered 24 hours per day

ABSENCE

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

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

Vacation Requests: Via request form to the manager

Vacation Affects Others: N/A

Max Vacations: Yes. Only 2 team members are guaranteed the same time period off. If the department isn't fully staffed, that number may move down to 1 team member. Others who submit time off for the same period may not get what they requested.

Long-term: Evaluate what days the department is left at the critical level and fill those shifts by asking team members to move from days were we are fully staffed to fill the openings.

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

Short-term: Begin by seeing who is available and work down the team member list offering the open shift

Long-term: Evaluate what days the department is left at the critical level and fill those shifts by asking team members to move from days were we are fully staffed to fill the openings.

COMMENTS