

DEPARTMENT: Organ Procurement
STATUS: Exempt; Salaried
EXPOSURE RISK: Category I
SALARY GRADE: 80
REPORTS TO: Organ Services Manager
SUPERVISES: N/A

GENERAL JOB FUNCTION

The Donation Coordinator (DC) engages in on-site facilitation of organ donation opportunities by providing clinical care to the donor, prompt professional coordination with the hospital team, and compassion throughout the event honoring the gift of life. Collaborate closely with colleagues, donor hospital staff and physicians to develop a plan for the family discussion of donation, legal authorization and/or support for donor designation and a bereavement plan. Provide timely preparation and clinical oversight of the donor for the surgical recovery in the operating room. Collaborate, ensuring effective, respectful, and strong communication with hospital staff, physicians, and related donation agencies to coordinate the allocation and recovery of organs, eyes, and tissues for transplantation to offer hope and healing to recipients. Align daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Engage in on-site coordination and facilitation of organ donation opportunities by providing clinical care to the donor.

1. Evaluate the suitability for donation opportunities through medical record review, medical-social history evaluation, and consultation with transplant surgeons as indicated.
2. Ensure proper clinical management of critically ill patients including ventilator management, fluid management and laboratory interpretations to maximize organs available for transplantation.
3. Demonstrate skill in medical crisis management, thinking critically to evaluate the components of an issue, select an appropriate course of action, and respond appropriately using established resources and guidance from others.
4. Collaborate with multiple teams to coordinate the allocation and recovery of organs and tissues for transplantation.
5. May assist with placement of organs according to procedures governed by Organ Procurement Transplantation Network (OPTN) standards.
6. Ensure donor referral/case record completion within established timelines and quality review as needed.

Establish rapport with donor families or Next of Kin (NOK) providing respectful and compassionate support during the donation process across the service area.

1. Obtain legal authorization using professional ability to influence others, supplies disclosure, and provides family support as needed.
2. Embrace a practice philosophy that supports maximizing authorization opportunities to provide organs and tissues for transplantation.
3. Keep the family informed, along with the health care professionals, about the timeline of the donation process, thoroughly explaining what is occurring and meeting the needs of the families.
4. Provide support and assistance through sensitive and respectful consideration of culture, beliefs, and the grieving process.
5. Identify and educate NOK, according to state or federal guidelines, about donation options, status of donor designation or requests authorization and identifies the person with the most accurate information about the patient's medical and social history.
6. Make a positive presentation about the donation process utilizing current best practices and philosophies to obtain and document authorization.

7. Support family needs throughout entire donor process from referral, family discussion, donor management, operating room, and family follow up calls.
8. Complete accurate and timely documentation of donor-related activities in computerized confidential donor record, forms, and case folders according to established policies and procedures.

Ensure effective, respectful, and strong communication and collaboration with hospital staff, physicians, related donation agencies, and other LS team members to fulfill donation wishes throughout service area.

1. Work in strong collaboration with hospital staff, physicians (such as intensivist or transplant surgeon/physician) and LS clinical team members to meet donor management goals.
2. Ensure strong collaboration with the family support, tissue, and partner relations teams to ensure the maximization of organ and tissue donation opportunities.
3. Arrange transportation for local and visiting surgical teams to facilitate timely scheduling of organ and tissue recovery.
4. Ensure respect for hospital equipment, policies, and procedures.
5. Perform as clinical expert resource for donation education needs.

In collaboration with leadership, engage as a clinical organ donation subject matter expert across the organization.

1. Champion organizational efforts to sustain organ donor growth.
2. Consistently ensures real time communication and customer service with primary customers and partners.
3. Participate in Donor Family events to support the continuum of care.
4. Stay current with authorization best practices and bereavement-related issues through participation in continuing education as directed by Manager.
5. Participate in performance improvement activities with emphasis on organ donor growth.
6. Fulfill duties outside of referral/case activities including availability and attendance at in-office activities, which may be outside of on call scheduled hours.
7. Participate in case debriefs, assigned work groups/special projects, team member meetings, and other activities as directed by Manager.

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

POSITION DESCRIPTION

PD-0036

Rev 7

Donation Coordinator

1. Requires a combination of education and experience equivalent to three (3) years of critical care or emergency patient care management in a hospital, transplant center, or organ procurement organization setting.
2. Requires a minimum of one (1) year of experience as a Licensed Registered Nurse, Respiratory Therapist, Paramedic, OPO Clinical Donation Coordinator, or related experience in critical care or emergency healthcare.
3. Requires Advanced Cardiac Life Support or Pediatric Advanced Life Support certification, or ability to obtain one of these certifications within 6 months of hire.
4. Prefer Critical Care Registered Nurse experience.
5. Proven successful demonstration of relationship management skills with the ability to problem-solve effectively and efficiently.
6. Excellent critical thinking and analytical skills to confidently execute reasonable and sound decision making.
7. Strong communication and interpersonal skills including effective written correspondence, active listening, and professional customer service response at all levels.
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. Excellent organizational, critical thinking, collaboration and analytical skills are fundamental.
10. 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.
11. Strong working knowledge of Microsoft Office applications.
12. 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. Requires a variable on-call and in-office blended schedule to ensure 24-hour coverage which includes weekdays, nights, weekends, and holidays. Must be able to adjust schedule to accommodate organizational needs including times of high clinical volume. Required to work for extended periods of time with few breaks.
2. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines. Must be able to travel within the service area (MN, ND, SD) by ground or air.
3. Affected team member in OSHA Exposure Category I are regularly exposed to bloodborne pathogens and handle materials that could spread infection (more than one opportunity per month). Additionally, their position may require interaction with staff in patient or donor areas in a hospital, medical examiner office, funeral home, or clinic setting.
4. Frequently lift objects up to 40 pounds and carry short distances.
5. Must be able to follow and successfully complete category immunization, TSA pre-check, health screening and background check requirements.

Donation 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. Collaborate in executing ongoing development initiatives based on advancements and changes within the industry to enhance processes in alignment with strategic goals.
4. Actively participate in committee or project work and assists with team meetings and presentations that align with strategic goals.

5. Complete additional projects as assigned by leader.

ADDITIONAL QUALIFICATIONS

1. Requires a minimum of 1 year of experience as a Donation Coordinator.
2. Successfully meets expectations of position including consistently meeting departmental and individual goals.
3. Requires Certified Procurement Transplant Coordinator (CPTC) designation. Once certified, you must obtain the required continuing education for recertification credits/process.
4. Exhibit an understanding and execution of established processes and procedures, including timeliness and dependability.
5. Consistently observed upholding LifeSource Values.

Preceptor Specialty

Knowledge, Skills, Abilities & Responsibilities:

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. 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 Donation Coordinator – Grade 90

ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS, and ABILITIES

1. Provide formal or informal work direction in support of increasing authorization rates and sustaining organ growth.
2. Engage in real time feedback to ensure policies, procedures and LifeSource values are upheld.
3. May participate in development of orientation materials or simulation training experiences which includes defining and becoming a subject matter expert in a specialty training area appropriate for family services team.
4. Provide guidance and support to team members by engaging in real time coaching and mentoring.
5. In conjunction with real time feedback, review team dashboard and identify, to leadership, recommendations for re-training opportunities both on the departmental and individual level.
6. Lead/co-lead a GTY or MTY focused committee with identified stake holder and report to leadership the measured outcomes.
 - a. Facilitate and engage in regular meetings and communication with other committee members.
 - b. Collaborate in identifying goals and action items.
 - c. Consistently document and communicate status updates and next steps.
7. Assist with the establishment and implementation of new processes and procedures in response to regulatory or other changes affecting 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.
9. As appropriate, engage in root cause analysis, follow through, and timely documentation of all non-conformance and compliance reports.
10. Coordinate, support and ensure timely completion of annual team member competency verifications.
11. Assist with scheduling and real time follow up and response to staffing needs.

12. Collaborate with leader to ensure customer requirements are being met and/or exceeded.

ADDITIONAL QUALIFICATIONS

1. Minimum of 5 years' experience as a Donation Coordinator and ability to engage in hours beyond standard schedule designated for leadership commitments. Advanced degree is desirable.
2. Requires Certified Procurement Transplant Coordinator (CPTC) designation. Once certified, you must obtain the required continuing education for recertification credits/process.
3. Demonstrated commitment to the LifeSource mission through activities beyond normal job duties.
4. Requires consistent professional execution of preceptor specialty knowledge, skills, abilities, and responsibilities.
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 successful execution.
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.

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: Donation Coordinator
Reports To: Organ Services Manager
Exemption Status: Exempt

WORK

Work Day: Variable 7 day/week; on call and office/meetings
Hours: 0800-0800
Lunch/Breaks: Self-directed
Overtime: N/A
On-Call: Minimum of 10 call days per month; 24-hour call. Expectation of being available to be on-site by 0800 when on-call, with the ability to remain on-site until end of the scheduled call shift. Holidays are scheduled in a block of 3 - 24-hour call days in a row and consist of a minimum of 5 DCs to be scheduled for each of those days. Holidays are rotated depending on number of Coordinators available. Generally, a minimum of 1 holiday for the Summer, 1 holiday for the Winter per coordinator. Schedule is determined by team using a preferred scheduling process. Manager oversight required only if schedule does not meet minimum requirements after following guidelines.
Flexible Hours: Yes, when not engaged in clinical activity needs
Flexible Location: Yes
Weekends: Yes, on call. Distributed amongst the team to provide coverage the same as any other day.
Travel: Yes, related to position and occasional meetings/conferences
Mandatory Meetings: Department and All-Team Meetings. Option to attend via phone at times depending on location or when on call or engaged in activity.
Shift Relief: Attendance at donor family events /other community events is expected at least once a year. Is provided within the 24-hour call period dependent on location of case and the availability of team members in relation to the activity level. Reasonable rotation is provided between team members with consideration to stewardship and logistics.

ABSENCE

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

Short-term: Paid time off (PTO) - up to 2 DCs may be pre-approved for PTO; others may be granted PTO depending on schedule requirements. PTO is pro-rated and granted for on-call time based on a formula. PTO may be requested up to one year in advance. With careful planning and team accommodation is often possible to allow most PTO requests.

Long-term: Using the schedule guidelines. Team members may shift call days to accommodate long-term absences. Utilize per diem Donation Coordinator as appropriate.

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

Short-term: An algorithm is established to provide coverage needs short-term. Schedule may be adjusted, with FT team members first adjusting schedule. Per Diem Donation Coordinators are contacted for availability depending on need of assistances.

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Long-term: Adjust schedule, execute supplement staffing solutions, and utilize per diem DC's or Temporary contract Coordinators as appropriate.

COMMENTS