

PD-0039 Rev 5

Family Support Coordinator

DEPARTMENT: Organ Procurement
STATUS: Exempt; Salaried
SALARY GRADE: 22
REPORTS TO: Family Services Manager
SUPERVISES: N/A

GENERAL JOB FUNCTION

The Family Support Coordinators are responsible for engaging as a dual advocate by responding to potential donor families in a respectful and sensitive manner at all times to ensure the needs of the family are met while advocating for potential recipients in need of life-saving or life-enhancing transplants. Coordinate a wide range of support for donor families by sharing and articulating information in an easily understood and accurate manner. Collaborate closely with LifeSource clinical team members and 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. Remain aware and sensitive to diversity of all kinds while working with families and hospital staff. Establish organization wide expertise in continuum of care for donor families. Align daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

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

1. Collaborates with the Clinical Resource Supervisor (CRS) to assess referral information via rapid phone response followed by on-site response to the hospital for clinical and social evaluation of referral scenarios.
2. Embrace a practice philosophy that supports maximizing authorization opportunities to provide organs and tissues for transplantation.
3. Establishes initial contact with the potential donor family providing resources for trauma, grief and bereavement support as ability to process information may be impaired by emotionally traumatic circumstances while evaluating and assessing their understanding of the patient’s clinical status.
4. Keeps the family informed, along with the health care professionals, regarding the status of their loved one, explains what is occurring and meets the needs of the families.
5. Provides support and assistance through sensitive and respectful consideration of culture, beliefs, and the grieving process.
6. Identifies and educates LNOK, according to state or federal guidelines, about donation options, status of donor designation or requests authorization and identifies the person with the most information about the patient’s medical and social history.
7. Makes a positive presentation regarding the donation process utilizing current best practices and philosophies to obtain and document authorization.
8. Supports family needs throughout entire donor process from referral, family discussion, donor management, operating room, and family follow up calls.
9. In consultation with the CRS, provides back-up to the CRS or Donation Coordinator to review donor medical history and current medical status in evaluating donation options.
10. Completes accurate and timely documentation of donor-related activities in computerized confidential donor record, forms, and case folders according to established policies and procedures.

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

1. Works in strong collaboration with hospital staff, physicians and LS clinical team members to evaluate and determine the best time to discuss the opportunity for donation with potential donor families.

2. Engages, with full awareness and sensitivity to cultural and religious beliefs regarding the grief process, in collaboration with hospital staff to fulfill family wishes.
3. Ensures strong collaboration with the organ, tissue, and hospital development departments to ensure the maximization of organ and tissue donation opportunities.
4. Works closely with hospital development to ensure a cohesive approach to hospital interactions.

In collaboration with management team champions organizational efforts to ensure excellence in continuum of care for donor families.

1. Champions organizational efforts to sustain organ donor growth, identifying cross departmental goals that advance growth and ensure support of families.
2. Consistently ensures real time communication and customer service with primary customers and partners.
3. Collaborates with Donor Family Aftercare to deliver a compassionate continuum of care for donor families.
4. Participates in Donor Family events to support the continuum of care provided to donor families.

Serves as organizational expert regarding family discussion and family support.

1. Stays current with authorization best practices and bereavement-related issues through participation in continuing education as directed by Manager.
2. Mentors new team members through training and paired observation on skills specific to family discussion and support.
3. Provides training to donor hospital Certified Donation Representative (CDR) as assigned by Manager.
4. Provides family support training for team and organization wide LifeSource team members.
5. Builds and maintains skills related to best practices in de-escalation during family conflict, reflective listening, consensus building, and empathic response.
6. Participates in performance improvement activities with emphasis on LifeSource contacts with donor hospitals and donor families.
7. Fulfill duties outside of referral/case activities including availability and attendance at in-office activities, which may be outside of on call scheduled hours.
8. Participates in case debriefs, assigned work groups/special projects, team member meetings, and other activities as directed by Manager.

STANDARDIZED JOB REQUIREMENTS

1. Performs work while demonstrating a commitment to excellence and performance improvement.
2. Completes documentation according to LifeSource standards and performs quality review of position and departmental responsibilities.
3. Updates LifeSource electronic systems (clinical systems as well as administrative systems) with accurate real-time information that is appropriate according to LifeSource standards.
4. Represents LifeSource in a professional manner including personal appearance and communication with both internal and external customers.
5. Participates in person on site in all appropriate meetings at LifeSource as defined by Manager.
6. Routinely provides feedback to management including identification of training needs.
7. Must provide outstanding clinical, customer service, collaboration and communication skills as required by position.
8. Maintains confidentiality of all LifeSource information.
9. Demonstrates LifeSource Values.
10. Actively participates on assigned committee and project teams as appropriate.
11. Performs job functions in accordance with LifeSource Standard Operating Procedures.
12. Performs other related duties as required and assigned by their manager.

QUALIFICATIONS

1. Requires a Bachelor’s Degree in Social Work, Sociology, Psychology or related field and three year’s experience in social work, crisis intervention, grief support, chaplaincy or hospice care or equivalent education and experience. Master’s Degree preferred.
2. Requires previous experience working with family dynamics within a medical or health care setting, hospice, bereavement counseling center, etc. where there was active involvement in issues involving death, dying, grief and/or loss. Crisis management experience preferred.
3. Proven successful demonstration of establishing and maintaining relationships with proficiency in the ability to develop and connect with people quickly.
4. Display compassion in written and verbal communication and interpersonal skills while engaging with grieving families.
5. Proven self-directed, motivated contributor with a strong initiative and ability to function autonomously, establish priorities and work effectively within a team environment
6. Proven ability to confidently execute reasonable and sound decision making with ability to problem-solve effectively and efficiently.
7. Excellent organizational, critical thinking, collaboration and analytical skills are fundamental.
8. Strong working knowledge of Microsoft Office applications.
9. Proven skilled and competent in using technology based devices and mobile tools such as personal computers/tablets and related software, electronic medical record systems, mobile phones, and other mobile devices.

SCHEDULE/PHYSICAL REQUIREMENTS

1. Must be able to participate in a variable 24-hour call schedule, including a minimum of one weekend per month. Must be able to work weekdays, weekends, nights and holidays. Must assist during periods of high clinical volume outside of the posted schedule.
2. Will be required to work for extended periods of time with few breaks.
3. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines.
4. Must be able to travel within the service area (MN, ND, SD) by ground or air.
5. Occasionally lift 50 pounds and carry short distances.
6. Must be able to successfully complete a background check.