

DEPARTMENT: Organ Procurement
STATUS: Non-exempt; Hourly
EXPOSURE RISK: Category I
SALARY GRADE: 50
REPORTS TO: Manager of Organ Recovery and Preservation Services
SUPERVISES: N/A

GENERAL JOB FUNCTION

The Surgical Recovery Coordinator (SRC) collaborates with external and internal partners and customers during organ and tissue recovery for local, import and living donor opportunities and facilitates the coordination of recovery events by providing organ preservation, packaging and delivery services. Provides prompt, professional, and effective service to partners and customers to meet requirements and enhance relationships. Works closely with transplant centers and heart valve processors to ensure that customer and regulatory requirements are met. Participates in an on-call and office blended schedule. Aligns daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Independently facilitates and coordinates all aspects of the surgical recovery, preservation, packaging and transportation for organ and tissue donation cases.

1. Assembles, packages and transports preservation supplies and equipment for transportation to donation site.
2. Collaborates with donor hospital partners to ensure effective operating room setup, instrumentation and backtables are optimal to facilitate the organ donation process.
3. Utilizing sterile technique, scrubs in to assemble sterile supplies and packaging materials on backtables.
4. Engages in critical thinking while collaborating with transplant surgeons to optimize recovery.
5. Real time independent evaluation of unique circumstances, determining an appropriate course of action using established resources and guidance from others.
6. Facilitates preservation and packaging of organs and tissues for transplantation or research in accordance with transplant center requirements. Focuses on maintaining viability by following Organ Procurement Transplant Network (OPTN) standards and LifeSource procedures.
7. Execute and monitor mechanical preservation of kidney's by positioning cannula and placement of kidney on pulsatile perfusion device using sterile technique to optimize organ acceptance.
8. Completes post-case activities including organ delivery and terminal cleaning, documentation, and restocking.
9. Ensures donor referral/case record completion within established timelines and quality review as needed.

Assists with tracking and maintaining the cleanliness and orderly manner of the clinical area, including surgical preservation supply rooms, kidney pump room and all equipment.

1. Unpack, transfer to proper storage area, organize and stock supplies that have been released following appropriate rotation model.
2. Collaborates on quality assurance checks and inventory rotation so that expired materials are not stocked for use and are disposed of according to the guidelines set for compliance with FDA, AOPO, EBAA and AATB.
3. Retrieval of equipment, including kidney pumps and coolers, from transplant centers, ensuring sufficient equipment at all LifeSource facilities.
4. Restock supply areas, including clinical areas and kidney pump room, following all organ, eye, and tissue cases.
5. Engages in clerical administrative work as needed, creating labels, updating policies and procedures, filing, writing/editing/proofing, presentation preparation, spreadsheet development, assisting with creating and updating training documents and presentations.
6. Other projects, courier needs, or case activity as assigned, including providing support for organ, eye, or tissue cases.

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Surgical Recovery Coordinator

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

1. Works 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. Ensures strong collaboration with the organ, tissue, and partner relations teams to ensure the maximization of organ and tissue donation opportunities.
3. Ensures respect for hospital equipment, policies, and procedures.
4. Performs as a preservation expert resource for donation education needs.

In collaboration with management, engages as a surgical recovery and donation preservation subject matter expert across the organization.

1. Champions organizational efforts to sustain organ donor growth.
2. Consistently ensures real time communication and customer service with primary customers and partners.
3. Participates in Donor Family events to support the continuum of care.
4. Participates in performance improvement activities to streamline efficiency, stewardship and effectiveness of preservation and transportation.
5. Fulfill duties outside of case activities including availability and attendance at in-office activities, managing schedule appropriately.
6. Participates 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 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 with a surgical focus of human anatomy and a minimum of one year of experience in a hospital-based operating room environment and with aseptic/sterile technique execution.
2. Designation as a Certified Surgical Technologist, Certified Surgical Assistant, Surgical Technologist or equivalent preferred.
3. An independent contributor in the operating room, entails self-direction, ability to function autonomously, establish priorities and work effectively with an external team.

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4. Requires successful completion of Certified Transplant Preservationist certification within two (2) years of entry in the position. Once certified, you must obtain the required continuing education or recertification credits/process.
5. Maintains an awareness of advancements in the field of organ recovery and preservation through attendance of trainings or continuing educational opportunities.
6. Previous experience executing critical thinking and analytical skills to confidently make reasonable and sound decisions.
7. Strong communication and interpersonal skills including effective written correspondence, active listening, and professional customer service response at all levels.
8. Must be organized, detail oriented, motivated contributor with a strong initiative to meet deadlines.
9. Working knowledge of Microsoft Office applications.
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. 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. Requires regular on-call availability of thirteen (13) 24-hour shifts per four (4) week block, including working weekends and holidays. Requires 2 weekends, per 4-week block, this includes Friday, Sat, Sun or Saturday, Sun, Mon. Additionally, four (4) office days per 4-week block. Follows assigned work schedule, in accordance with Surgical Recovery Team Departmental Guidelines and Expectations, which may vary based on the needs of the organization and may require additional time commitment outside of scheduled shifts for meetings or trainings.
2. Must report on-site within 1 hour of notification.
3. Overtime may be appropriate to meet organizational needs. May require extended periods of work time including travel.
4. Frequently lift objects up to 100 pounds and transfer short distances. Ability to push/pull up to 150 pounds with assistance. Heavier objects should be lifted and transferred using team help.
5. Environmental influences may include unpleasant odors, slippery surfaces, work in operating rooms/morgues at hospitals/funeral homes/medical examiners offices, temperature variations, exposure to human tissue and associated hazards and biohazards.
6. Non-recovery work is expected to be completed in the office during defined office hours or otherwise established, case activity is priority.
7. Able to travel within the LifeSource service area (MN, ND, SD, and a portion of WI) by ground or air, via small charter aircraft, safely during various weather conditions. In addition, must have required credentials to be able to travel by ground or air throughout the United States and Canada commercially.
8. Affected team member in Category I are regularly exposed to bloodborne pathogens and have a potential for this exposure or handle materials that could spread infection (one or more potential opportunities per month). Additionally, they have regular interaction with staff in patient or donor areas in a hospital or clinic setting while performing their assigned job duties.
9. Must be able to follow and successfully complete category immunization, health screening and background check requirements.

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.

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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 Surgical Recovery Coordinator – Grade 60

ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS and ABILITIES

1. Provides guidance and support to team members, recognized as a subject matter expert in key work processes, by engaging in real time assistance, coaching, and mentoring.
2. In conjunction with real time feedback and identifies, to management, recommendations for re-training opportunities both on the departmental and individual level.
3. Lead the establishment and implementation of new processes and procedures in response to regulatory, processor, or other changes impacting the position or work processes.
4. 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.
5. Engages in root cause analysis, follow through and timely documentation of all non-conformance and compliance reports.
6. Assists with on-the job training of new team members including proactive involvement of regular goal development and identification of activities to achieve.
7. May participate, in collaboration with Clinical Educator, in development of orientation materials or simulation training experiences
8. Lead/co-lead a focus group, committee or project aligned with key work processes or impact on strategic initiatives.
 - a. Engaging in regular communication with stake holder and other committee members.
 - b. Collaborate in identifying goals, action items and measurable outcomes.
 - c. Ensure follow through of all established action items and deadlines.
 - d. Consistently document and communicate status updates and next steps with leadership.
9. Coordinate, support and ensure timely completion of annual team member competency verifications.
10. Collaborates with Manager to ensure customer requirements are being met and/or exceeded.
11. Completes additional projects as assigned by Manager.

ADDITIONAL QUALIFICATIONS

1. Minimum of 3 years' experience as a Surgical Recovery Coordinator and ability to engage in hours beyond standard shift schedule designated for leadership commitments.
2. Requires Certified Transplant Preservationist (CTP) designation. Once certified, you must obtain the required continuing education or recertification credits/process.
3. Demonstrated commitment to the LifeSource mission through activities above and 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. Exhibits an understanding and execution 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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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: Surgical Recovery Coordinator

Reports To: Manager of Organ Preservation Services

Exemption Status: Nonexempt; Hourly

WORK

Work Day: N/A

Hours: 0800-0800 on-call; 0800 – 1700 office day

Lunch/Breaks: Self-directed

Overtime: Team members are guaranteed 40 hours per week, generated from a combination of actual work hours and call hours to equal 40. Other call hours are paid at a call pay rate.

Overtime pay over 40 hours is paid at 1.5 hourly rate

Any call shifts picked up are given an additional supplemental rate.

On-Call: Team members are on 24 hour call, office day is 8 hours. The 24 hour call, includes weekends, evenings, holidays. Team members are required to work 13 call shifts and 4 office days during a 4-week block. Required to work 2 weekends, per 4-week block, this may include Friday, Sat, Sun or Sat, Sun, Monday.

Flexible Hours: No

Flexible Location: No

Occasionally they may call into meetings from home instead of attending in person.

Weekends: Ideally have 4 team members on each weekend.

Travel: Throughout the continental United States for local and import cases. Living donor cases within the LifeSource DSA.

Mandatory Meetings: Department & All Team & committees as assigned (based on activity availability)

Shift Relief: 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) requests through HR/timekeeping system. PTO granted depending on schedule requirements and other time off approved.

Long-term: Assess staffing matrix if additional team members are needed schedule around the absence. Offer supplement for shifts picked up.

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

Short-term: Assess staffing matrix, if need additional team members - offer supplement.

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Long-term: Assess staffing matrix if additional team members are needed schedule around the absence.
 Offer supplement for shifts picked up. Utilize travel Surgical Technologists as appropriate.

COMMENTS