

PD-0051 Rev 5

Donor Family Advocate

DEPARTMENT: Donor Family Aftercare
STATUS: Exempt; Salaried
EXPOSURE RISK: Category III
SALARY GRADE: 50
REPORTS TO: Family Services Manager
SUPERVISES: N/A

GENERAL JOB FUNCTION

The Donor Family Advocates are responsible for engaging in providing a wide range of support for donor families, establishing rapport, providing compassionate support and offering opportunities for participation in aftercare programs, across the donor service area. Continually develop and maintain effective donor family services programs which honor the gift of organ, eye, and tissue donation. Collaborate closely with LifeSource clinical team members for donation details and to develop a family support plan. Remain aware and sensitive to diversity of all kinds while working with families and hospital staff. Engage in organization wide expertise of continuum of care for donor families. Align daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Guide the transition of care for donor families from the time of donation to the aftercare process, establishing rapport, providing compassionate support, and offering opportunities for participation in aftercare programs, across the donor service area.

1. Provide families with personalized care upon request including giving them information about bereavement resources such as websites and support groups and connecting them with other donor families.
2. Provide families with personalized care upon request including giving them information about bereavement resources such as websites and support groups and connecting them with other donor families.
3. Respond to requests for information or assistance from donor families in a timely, compassionate manner to provide high level service.
4. Provide families with referrals to community and professional bereavement resources to offer more intensive or long-term support.
5. Develop and maintains relationships with bereavement professionals and organizations to gain knowledge of available resources.
6. Work with clinical team to develop a family support plan for families in unique or difficult situations including but not limited to donor designation conflict and VCA.
7. Develop, maintain, and implement scheduled first-year aftercare in compliance with LifeSource policies and procedures to ensure continued aftercare with donor families which effectively supports them through the grief process.

Coordinate and execute professional communication connections between donor family members and organ, tissue, and eye recipients to share information and reinforce positive outcomes of donation.

1. Coordinate cross-departmentally to develop and execute accurate and appropriately detailed communication to donor families regarding details of their loved one’s gifts, offering condolences and support.
2. Fulfill updates about recipients as requested by donor families. Monitors all recipient information for accuracy and resolves discrepancies.
3. Facilitate exchange of correspondence from donor families to transplant recipients as appropriate (and vice versa), including release of personal information between donor families and recipients upon request. Ensures both donor family member and recipient sign consent and release.
4. Ensure timely documentation internally of all donor family correspondence, including mail, e-mail, and phone in the Customer Relationship Management system (CRM).

5. Serve as a liaison between LifeSource and other OPO's, transplant centers, and tissue or eye processors to obtain transplant recipient information.
6. Develop and distribute recipient information packet to transplant centers to share with their patients encouraging them to write a letter of thank you to their donor families.

Collaborate in organizational efforts to ensure excellence in continuum of care for donor families.

1. Support the LifeSource mission by sharing donor stories and encouraging donor family members to be involved in programs which advance the mission of donation.
2. Share expertise in donation and information about donor family services to external constituents through speaking engagements, relationship-building, and development of appropriate materials.
3. Develop and maintain a system for continued feedback from families including addressing opportunities for improvement in LifeSource donor family aftercare program.
4. Administer donor family survey to obtain feedback from all families on their loved one's experience with donation and aftercare.
5. Communicate feedback from families to LifeSource Leadership and clinical team to guide programs and provides continued opportunities for improvement in services to donor families.
6. Plan and lead donor family educational and recognition opportunities to demonstrate appreciation and commitment to those who have donated and their families.

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 7 years of death, dying, and bereavement care responsibilities.
2. Prefer previous experience within the organ, eye, or tissue donation industry.
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. Excellent organizational, critical thinking, collaboration and analytical skills are fundamental.

7. Effective at establishing rapport and working relationships with diverse groups and personalities both remotely, via phone, email and/or in person.
8. Ability to handle difficult situations with poise and professionalism (telephone, correspondence, email, and in person).
9. 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.
10. Strong working knowledge of Microsoft Office applications.
11. 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. Able to work a minimum of 40 hours per week with schedule adjusted to accommodate organizational and donor family needs.
2. Must be able to travel within the service area (MN, ND, SD) by ground or air, as needed, and occasionally to national events and meetings.
3. 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.
4. Frequently lift objects up to 40 pounds and carry short distances.
5. Must be able to follow and successfully complete category immunization, health screening and background check requirements.

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.

PD-0051

Rev 5

Donor Family Advocate

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 Family Advocate
Reports To: Family Services Manager
Exemption Status: Exempt; Salaried

WORK

Work Day: Monday-Friday
Hours: 0800-1700
Lunch/Breaks: Self-directed
Overtime: N/A
On-Call: N/A
Flexible Hours: Yes
Flexible Location: No
Weekends: Donor family events on weekends 3-4 times per year. During times of higher activity some flexibility to team members in their schedule is offered.
Travel: Yes - Within DSA for donor family events. Occasionally to national events such as Transplant Games and Rose Parade.
Mandatory Donor Family Events
Meetings:
Shift Relief: N/A

ABSENCE

Planned Absence (*Vacation, Holiday, Leave of Absence, etc.*)
Short-term: Vacation requests via HRIS; Ensure there is aftercare coverage, other Family Services team members can assist, as needed.
Long-term: Ensure there is aftercare coverage, other Family Services team members can assist, as needed. Project and program work will wait until return.
Unplanned Absence (*Injury, Illness, Leave of Absence, etc.*)
Short-term: Ensure there is aftercare coverage, other Family Services team members can assist, as needed.
Long-term: Ensure there is aftercare coverage, other Family Services team members can assist, as needed. Project and program work will wait until return.

COMMENTS