

**DEPARTMENT:** Tissue Services  
**STATUS:** Exempt; Salaried  
**EXPOSURE RISK:** Category I  
**SALARY GRADE:** 22  
**REPORTS TO:** Tissue Services Manager  
**SUPERVISES:** N/A

**GENERAL JOB FUNCTION**

The Tissue Recovery Coordinator is responsible for exhibiting in-depth knowledge and understanding of tissue and eye recovery, from deceased donors, to competently execute thorough evaluation and screening, per processor requirements, for fulfillment of successful surgical recovery process in alignment with standards while driving opportunities to enhance the overall quality and quantity of tissues recovered. Coordinates all case details for recovery across the donor service area (DSA) and communicates plans and expectations to on-call team. Provides leadership, guidance, training, and direction to the recovery team during case activities, including problem solving, critical thinking, and sound decision making. Ensures accuracy of packaging, transportation and all documentation in accordance with established procedures and regulatory requirements. Aligns daily activities with the strategic and operational goals of the organization.

**JOB DUTIES AND RESPONSIBILITIES**

**Coordinates all details of a recovery event across the donor service area (DSA), including engaging professionally with all partners, ensuring leadership, communication and expectations are established with on-call recovery team.**

1. Conducts a review, in partnership with Tissue or Ocular Processor, of available medical records for the potential donor.
2. Coordinates travel logistics, as needed, and activates the on-call recovery team communicating plans and expectations. Directs resources and manages appropriate staffing per case activity on on-call availability.
3. Establishes plans to ensure completion of recovery within established timelines, in collaboration with other activity, to fulfill all donation opportunities.
4. Engages with hospital team members, funeral directors, or medical examiners/coroners on donor release status, recovery timing and details, as well as establishing appropriate recovery room. Recovery room can include hospital operating room, medical examiner office, LifeSource recovery suite, or other appropriate surgical recovery environment.
5. Communicates professionally with the donor’s funeral director regarding fulfillment of recovery, within time commitment, establishing transportation plans.

**Manages clinical resources to support the donation process internally by participating in the assessment, planning, evaluation and management of the entire donation process.**

1. Provides guidance, leadership and support to team members on clinical activity by maintaining in-depth knowledge of the roles, responsibilities, administrative and logistical processes.
2. Problem solves with team members and provides clinical and logistical expertise in all areas of the donation process.
3. Provides guidance, leadership and real-time clinical and administrative expertise and oversight aimed at maximizing donation and efficiency of all recovery opportunities, maintaining an awareness of all active referrals and pending activity.
4. Provides coaching, guidance and training to recovery team members, as directed by the Manager and the Tissue Services Trainer.
5. Collaborates with colleagues on all donation cases, including shared cases with organ recovery team.

**Participates in the procurement of tissue (including skin, cardiac, vascular, musculoskeletal, and ocular) from incision to reconstruction using established surgical and sterile technique protocols in an operating room or similar environment.**

1. Ensures all kits and supplies needed to facilitate tissue and eye recovery are accurately prepared and packed in accordance with processor requirements associate with the recovery.
2. Ensures appropriate site requirements and configuration of the surgical room as described in AATB or EBAA, specifically prevention of contamination and cross contamination.
3. Follows Aorn surgical room etiquette and terminology, including sterile equipment and supply set up procedures.
4. Adheres to approved prepping, draping, zone recovery and culturing protocols in accordance with the policies and procedures of LifeSource, our processing partners, the American Association of Tissue Banks (AATB), Eye Bank Association of America (EBAA) and by state, local, and federal regulations.
5. Executes thorough understanding of OSHA procedures and personal Aorn protective equipment for proper scrubbing, gowning and surgical attire.
6. Exhibits an understanding of infectious diseases and implications for infection and transmittal through tissue grafts when following tissue preparation, recovery, packaging, and transport procedures in accordance with processor requirements.
7. Leads, in partnership with a colleague, the dual verification process procedure to positively identify the donor and review authorization/document of gift.
8. Leads the recovery team through physical assessment of the donor in accordance with established processor requirements.
9. Using proper aseptic technique, collects and assesses suitability of serology testing specimens, ensuring ability to fulfill all required lab testing.
10. Ensures accuracy of required paperwork and documentation per established procedures, processor and regulatory requirements associated with the recovery.
11. Responsible for final shipment of tissue and cornea, to include but not limited to, packaging, labeling and courier pick up arrangements.

**Identifies and meets internal and external process excellence, training and other responsibilities in accordance with tissue and ocular recovery subject matter expert.**

1. Partners with the Clinical Suite Coordinator to maintain the tissue services supply room, including the inspection and release of critical recovery supplies.
2. Ensures customer requirements, including donor hospital and transplant center team members, funeral directors, medical examiners, eye banks and tissue processors are met.
3. Works to resolve administrative and logistical changes that arise during the donation and recovery process.
4. Works in correlation with manager and serves as a content expert in training programs.
5. Participates in and leads project work as assigned.
6. Regularly participates on-site in scheduled technical meetings, ongoing and annual training to ensure compliance with standard operating procedures, team member development, and regulatory requirements (ex. FDA, tissue and ocular processors, OSHA).
7. Works in collaboration with Quality Assurance Coordinator to ensure that donor charts are accurate and complete.

**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 an Associate degree in Health Sciences, specifically advanced education in biology, chemistry, nursing or surgical environment, and 1-year experience in a medical/surgical environment or equivalent education and experience. Prefer Bachelor’s Degree and prior experience in tissue recovery, surgery or similar job function.
2. Requires previous proven practiced knowledge of human anatomy and aseptic/sterile technique.
3. Prefer demonstrated formal and/or informal leadership capabilities.
4. Must obtain Certified Tissue Bank Specialist (CTBS) within two (2) years of entry in the position. Once certified, you must obtain the required continuing education or recertification credits/process.
5. Ability to function in all roles of a Tissue Recovery Specialist during a recovery.
6. Performing recoveries requires attention to detail, hand-eye coordination, a steady hand, effective fine motor skills, occasionally exerting necessary force and ability to manipulate tools accurately to execute trained techniques.
7. Ability to push/pull up to 150 pounds with assistance and frequently lift objects up to 50 pounds, carrying short distances. Heavier objects should be lifted and transferred using team help.
8. Stamina for the ability to stand 100% of the time during recovery.
9. 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.
10. Proven self-directed, motivated contributor with a strong initiative and ability to function autonomously, establish priorities and work effectively within a team environment.
11. Strong communication skills with ability to motivate peers, problem-solve and achieve cooperation effectively and efficiently.
12. Must be organized, detail oriented, and have excellent critical thinking and analytical skills.
13. Strong working knowledge of Microsoft Office applications.
14. 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.
15. 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 a variable on-call and in-office blended schedule to ensure 24-hour coverage which includes weekdays, weekends, nights and holidays. Must be able to adjust schedule to accommodate organizational needs including times of clinical high volume.

2. 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.
3. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines. Able to travel within the service area (MN, ND, SD) by ground or air.
4. 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.
5. Must be able to follow and successfully complete category immunization, health screening and background check requirements.