

PD-0094 Rev 3

Family Services Manager

DEPARTMENT: Organ Procurement
STATUS: Exempt; Salaried
EXPOSURE RISK: Category II
SALARY GRADE: 220
REPORTS TO: Director of Clinical Services - Organ
SUPERVISES: Family Support Coordinators
 Donor Family Advocates
 Donor Family Aftercare Program Administrators

GENERAL JOB FUNCTION

The Family Services Manager is responsible for providing day-to-day oversight and guidance to the Family Services and Donor Family Aftercare teams to accomplish mission and goals. Guide existing systems and support new initiatives to drive a continuum of care for organ, eye, and tissue donor families, ensuring respectful, solution-oriented communication and service across the donation and aftercare processes. Serve as the expert for the effective requesting, authorization, and disclosure process, documentation, training, and call responsibilities. Provide direction, education and mentoring to team to facilitate efficiency and effectiveness in the donation process while encouraging the professional development and achievement of personal and departmental goals. Serve as support of our donor families and coordination of the family discussion. Maintain skills to obtain legal authorization and/or support donor designation. Oversee the development of donor family aftercare program action plans, strategies, and goals to honor the legacy of a donor. Accountable for adherence to all regulatory and accrediting agency standards, including, but not limited to Centers for Medicaid and Medicare Services (CMS), United Network for Organ Sharing (UNOS), , American Association of Tissue Banks (AATB), Federal Drug Administration (FDA), Eye Bank Association of America (EBAA) tissue processors, as well as all internal organizational policies, procedures, and guidelines. Aligns daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Manage day-to-day operations of key work processes, applicable to donation authorization and aftercare, and monitor effectiveness utilizing key performance measures.

1. Provide service excellence model accountability to internal and external key customer groups including donor families, transplant centers, tissue processors, and other key stakeholders such as donor hospitals.
2. Encourage cross departmental collaboration and training in support of executing key work processes, a cohesive approach to hospital interactions, and a continuum of care for families to achieve organizational goals and initiatives.
3. Lead collaboration with internal team members to ensure understanding of relevant statistics, e.g., referral, authorization, conversion rates.
4. Program leadership, including the development and delivery of training related to supporting families, coaching, cross departmental communication, and collaboration.
5. Oversee all aspects of training, support and monitoring of results related to family conversations for all team members that work with families at the time of donation.
6. Serve as the real-time point of contact for coaching and mentoring opportunities related to family conversations for all team members that work with families at the time of donation.
 - Provide effective dialogue for appropriate problem solving and solution-oriented dialogue.
 - Offer a confidential, compassionate, and supportive voice and resource as team members engage or work through emotionally challenging cases.
7. Serve as primary family services and aftercare contact for committees to ensure regulatory and policy compliance.

8. Provide day-to-day leadership and management of key work processes to execute family support, maximizing authorization for donation to achieve organizational outcomes.
 - Lead the planning, development, coordination, and execution of strategies to achieve authorization and support for donation.
 - Lead the development, coordination and execution of programs and resources for trauma, grief and bereavement support with stakeholders and subject matter experts (SMEs).
 - Ensure team competency by actively engaging in oversight of systematic process delivery tools and resources.
 - Guide the acceptance and support for donation by overseeing donation system documentation.
 - Establish expectations for partnership with the health care professionals, ensuring education and explanation to potential donor families as to their loved one’s medical status and care.
 - Provide guidance regarding sensitive and respectful consideration of culture, beliefs, and the grieving process.
 - Ensure education regarding state or federal guidelines to identify Next of Kin for communication about donation options, status of donor designation and the need for patient’s medical and social history.
9. Provide day-to-day leadership and management of key work processes to provide caring bereavement support, including a continuum of care, for organ, eye, and tissue donor families, ensuring respectful, solution-oriented communication and service for successful donation process.
 - Establish expectations and effective use of Customer Relationship Management system to support strong, mutually beneficial relationship management.
 - Oversee the development of program action plans, strategies, and goals to celebrate the legacy of a donor.
 - Lead and guide skills needed to identify, develop, and meet family expectations to celebrate their loved one’s legacy of donation.
 - Engage with team members to work across the family services team to meet the needs of donor family stakeholders by building comprehensive family care policies, procedures, and resources.
 - Ensure systems to share relevant and individualized information with donor families supports timely, accurate, and thorough communication expectations.
 - Drive development of culturally diverse materials, events, and support to honor donation legacy.
 - Guide team members to develop strong, mutually beneficial relationships with key bereavement partners and resources.
 - Support execution of successful events to honor donors and recognize donor families throughout the Donor Service Area (DSA).

Lead, guide and manage team members toward successful work process implementation to achieve LifeSource’s mission and goals.

1. Lead and engage in regular individual and team meetings, in the office and in the service area, to review programs, activities, and accomplishments and provide timely and critical information needed for the team’s success.
2. Direct work planning, scheduling, managing time sheets, time off requests, expense reports, etc., to ensure adequate capacity and adherence to policies.
3. Guide and mentor team members to encourage professional development and goal achievement.
4. Effectively manage team member performance through documented coaching, identifying areas of opportunity, recognition, job change, salary administration, and performance appraisal process.

5. Lead, model, and engage in activities and initiatives related to organizational culture, team member development, and partner engagement, including integration of equity, diversity, and inclusion practices.
6. Oversee execution of relevant competency training and development.
7. Support effective team member training and competency measurement for their position and required work processes.
8. Engage in recruitment and selection of highly skilled team members.
9. Collaborate with other leaders on guiding team members and key work processes.
10. Manage team members by modeling and promoting a culture of accountability and integrity in service to internal and external customers.

Other responsibilities as appropriate in alignment as the primary contact for family support, donation authorization, aftercare engagement, and satisfaction oversight.

1. Assure compliance with established quality assurance standards as well as local, state, and federal regulations relating to donation, recovery, and transplantation to demonstrate commitment to quality and improvement.
2. Maintain current knowledge in the field through active participation in professional organizations.
3. Seek best practices in donation through participation in national or regional industry meetings and events.
4. Engage in continuous learning of the full cycle donation process, seeking to understand the intersection and impact on hospital partner relationships, work process, and strategies.
5. Collaborate, with the Director, in the development of a departmental operational plan and aligned annual budget.
6. Participate in the strategic planning process and performance metrics development for the department under the direction of the Director. Monitor progress and completion of goals in collaboration with interdepartmental leaders.
7. Ensure timely response to standard operating procedure (SOP) modifications and compliance, corrective action / preventive action (CAPA), and ongoing competencies and quality improvement projects partnering with compliance and quality team members as appropriate.

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 10 years of social work, crisis intervention, or grief support responsibilities within a medical, health care, or bereavement care setting. Master's Degree preferred.
2. Requires a minimum of three years of proven leadership, mentoring and coaching experience.
3. Demonstrated ability to foster, promote and sustain cross-departmental collaboration or cross team collaboration.
4. Demonstrated ability to build, maintain, motivate, influence, and achieve cooperation with both internal and external relationships. Handling difficult situations with poise and professionalism.
5. Strong communication and interpersonal skills including effective written correspondence, active listening, and professional customer service response at all levels.
6. Must be organized, detail oriented, self-directed, motivated contributor with ability to function autonomously and effectively lead, to execute reasonable and sound decision making.
7. Proven ability to establish priorities, coordinate internal and external resources, and achieve measurable results against goals.
8. Must have a demonstrated ability to drive results to improve processes and outcomes with the use of critical thinking, analytical skills, problem-solving capabilities.
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 and participate in 24-hour call with schedule adjusted to accommodate organizational 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 II 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). However, they have regular interaction with staff in patient or donor areas in a hospital or clinic setting while performing their assigned job duties.
4. Ability to lift and carry objects up to 40lbs.
5. Must be able to follow and successfully complete 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.

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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: Family Services Manager

Reports To: Director of Clinical Services - Organ

Exemption Status: Exempt; Salaried

WORK

Work Day: Monday-Friday

Hours: 0800-1700

Lunch/Breaks: Self-directed

Overtime: N/A

On-Call: Managers are on AOC call 7-8 days per month, 24 hours each day.

Flexible Hours: Yes

Flexible Location: Yes

Weekends: Managers are on AOC call 7-8 days per month, 24 hours each day. May be called to assist when donation activity levels are high.

Travel: Conferences and organ donation case activity within the DSA.

Mandatory All Team Meetings

Meetings:

Shift Relief: N/A

ABSENCE

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

Short-term: Vacation requests via The HUB; Discussed and negotiated; Coverage via Director and/or distributed responsibilities

Long-term: Coverage via Director and/or distributed responsibilities

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

Short-term: Director and/or distributed responsibilities across clinical leadership.

Long-term: Director and/or distributed responsibilities across clinical leadership.

COMMENTS