

DEPARTMENT: Donor Family Aftercare
STATUS: Nonexempt; Hourly
EXPOSURE RISK: Category III
SALARY GRADE: 20
REPORTS TO: Family Services Manager
SUPERVISES: N/A

GENERAL JOB FUNCTION

The Donor Family Aftercare Program Administrators coordinate ongoing programs to demonstrate support for families of organ, eye and tissue donors. Collaborate with the donor family team on defining program priorities, strategy and purpose ensuring successful coordination and execution. Facilitate donor family communication, including initial outcome letter, ongoing updates, family correspondence and recipient updates. Maintain relationship support through customer relationship management system. Align daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Engage in the development, coordination, and execution of donor family aftercare programs to demonstrate appreciation, commitment, and support to families of organ, eye, and tissue donors.

1. Collaborate with the donor family team on developing an annual plan outlining the donor family program priorities, strategy, and purpose.
2. Lead the coordination and documentation of goals for programs based on defined purpose, which includes educational, recognition, legacy, and connection programs.
3. Define and outlines deadlines, communication plan and resources necessary for successful execution to meet defined stakeholder expectations.
4. Identify and collaborate cross-departmentally regarding the specific program and its intersection with other aspects of our work, supporting the execution of efficient and effective communication.
5. Manage communication, involvement, and expectations of outside resources (speakers, musicians, authors, community members) communicating their presentation needs or requests as necessary.
6. Professionally coordinate, support, communicate and lead onsite execution of successful defined programs on days, evenings, and weekends throughout the year, making adjustments as appropriate.
7. Engage in ongoing exploration and innovation for new or enhanced donor family program strategies.

Coordinate and execute professional communication to donor family members.

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.
 - a. Ensure accuracy of donor family contact information
 - b. Provide information about what organs, eyes and tissues were recovered and transplanted or about why they were not transplanted, if applicable.
 - c. Ensure appropriate recipient information is included, in accordance with confidentiality guidelines.
 - d. Consistently honor recognition of gifts for research and/or training.
2. Fulfill updates about recipients as requested by donor families. Monitors all recipient information for accuracy and resolves discrepancies.
3. May serve as a liaison between LifeSource and other OPO’s, transplant centers, and tissue or eye processors to obtain transplant recipient information.
4. Facilitate exchange of correspondence from donor families to transplant recipients as appropriate (and vice versa).

5. Ensure timely documentation internally of all donor family correspondence, including mail, e-mail, and phone in the Customer Relationship Management system (CRM).

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

1. Participate in executing 13-month surveys, 6-month follow-up, family-recipient correspondence, donation service recovery communication and other donor family inquiries.
2. Assist with developing communication strategies and materials, print and digital, to engage in supporting donor 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 five (5) years communications, healthcare, program coordination or bereavement support.
2. Must obtain Certified Associate in Project Management (CAPM) within one (1) year of entry in the position. Once certified, you must obtain the required continuing education or recertification credits/process.
3. Excellent written and verbal communication, proofreading and composition skills, including knowledge of appropriate formatting and styles for correspondence, reports and related items.
4. Must be organized, efficient, process-oriented, meticulous with details, have excellent critical thinking and analytical skills.
5. Ability to work well under multiple instructions and directions and subsequent manage multiple priorities and demands.
6. Ability to take initiative, establish priorities, problem solve, function independently and in collaboration with a team.
7. Proven 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 needs.
2. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines.
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 40-50 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-0109

Rev 3

Donor Family Aftercare Program Administrator

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 Aftercare Program Administrator

Reports To: Director of Hospital Services and Donor Family Aftercare Manager

Exemption Status: Non-exempt; Hourly

WORK

Work Day: Monday - Friday

Hours: 0800 - 1700

Lunch/Breaks: Self-directed

Overtime: As approved

On-Call: N/A

Flexible Hours: Yes

Flexible Location: No

Weekends: As necessary for donor family program execution.

Travel: Yes, to donor family programs within DSA.

Mandatory Yes, departmental and All Team Meetings.

Meetings:

Shift Relief: N/A

ABSENCE

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

Short-term: Vacations—requests via HRIS; Consistent with PTO policy; Approved by Leader.

Adjust workload and schedule to ensure work is completed before absence and there is time to catch up with activities after the absence.

Long-term: Donor family advocates, Admin Assist would assist or temporary support as needed.

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

Short-term: Donor family advocates, Admin Assist would assist.

Long-term: Donor family advocates, Admin Assist would assist or temporary support as needed.

COMMENTS