

PD-0113

Rev 1

Partner Relations Project Coordinator

**DEPARTMENT:** Partner and Community Relations  
**STATUS:** Exempt; Salaried  
**EXPOSURE RISK:** Category III  
**SALARY GRADE:** 23  
**REPORTS TO:** Partner Relations and Donor Family Aftercare Manager  
**SUPERVISES:** N/A

**GENERAL JOB FUNCTION**

The Partner Relations Project Coordinator engages in driving consistency in hospital partner program execution by coordinating the internal sharing of resources, documentation and processes. Guides process changes, documentation, and communication plan for thorough donation system practices. Leads comprehensive data analysis in support of hospital donation programs. Maintains relationship support through customer relationship management system. Aligns daily activities with the strategic and operational goals of the organization.

**JOB DUTIES AND RESPONSIBILITIES**

**Engages in the development, coordination, and execution of partner relations programs to demonstrate consistency for hospital partners collaborating on organ, eye, and tissue donation activities.**

1. Collaborates with the partner relations team on developing an annual plan outlining key priorities, strategy and purpose for the team and respective hospitals.
2. Participate in data gathering and analysis of referral information and hospital donation programs, assist with preparing to convey data to targeted audiences.
3. Provides data analysis and assessment to support Hospital Liaisons and Coordinators in hospital strategic planning efforts to achieve growth in donation.
4. Collaborate with internal colleagues to ensure understanding of relevant statistics, e.g., referral, authorization, and conversion rates.
5. Foster collaboration, communication, and collegiality with LifeSource colleagues for the purpose of fully supporting the donation process, specifically ensuring seamless service to hospital partners.
6. May assist and collaborate in responding to and providing effective support or education initiatives to Hospital, Medical Examiner, Funeral Home, and Coroner partners.
7. Ensures timely documentation internally of all partner correspondence, including mail, e-mail, and phone in the Customer Relationship Management system (CRM).

**Executes comprehensive medical record review and analysis to determine hospital donor potential and assess performance in definitive components of donation process.**

1. Conducts thorough referral compliance review and analysis per hospital on ongoing basis.
2. Communicates to Hospital Liaisons and Coordinators, including respective leadership, reporting and data findings from analysis.
3. Ensures ongoing tracking and measurement of hospital performance from data analysis.
4. Compiles and analyzes aggregate data and reports findings for follow-up interventions and/or strategic planning.
5. May define and outline a communication plan, resources, or strategies necessary to meet defined hospital partner donation program strategies.
6. Identifies and collaborates cross-departmentally regarding any program intersections with other aspects of our work, supporting the execution of efficient and effective communication.

**Influence acceptance and support for donation by defining, updating, and maintaining donation system documentation.**

1. Work collaboratively with Hospital Liaisons and Coordinators to drive consistency in documentation of comprehensive donation systems, policies, procedures, and resources.
2. Promote best practices and serve as an expert resource on documentation of organ, eye and tissue donation processes and programs at hospital partners.
3. Work with appropriate hospital team members to identify, develop and implement systems to facilitate key components consistently for an efficient organ, eye, and tissue donation process.
4. Create and revise new and existing standard operating procedures, policies, guidance documents and work instructions, collaborating as needed.
5. Lead the establishment and implementation of new processes in response to regulatory or other changes impacting the program or work processes.
6. Support quality and consistency, engaging in root cause analysis, follow through, and timely documentation of all non-conformance and compliance reports.
7. Participate and engage in ensuring successful internal, customer or regulatory audits.

**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. Bachelor's degree in health sciences, business, or related field with three years' experience in multi-level health care setting or equivalent education and experience.
2. Detail oriented and highly organized with a desire to improve processes, take initiative and solve problems.
3. Excellent critical thinking and analytical skills to confidently execute reasonable and sound decision making.
4. Strong communication and interpersonal skills including effective written correspondence, active listening, and professional customer service response at all levels.
5. Demonstrated interpersonal savvy capabilities, building, maintaining, motivating, influencing, and achieving cooperation with both internal and external relationships.
6. Strong working knowledge of Microsoft Office applications.
7. Proven skills and competence in using technology-based devices and mobile tools such as personal computers and related software, electronic medical record systems, mobile phones, and other mobile devices.
8. 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.

9. Strong working knowledge of Microsoft Office applications.
10. 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. Must be able to travel within the service area (MN, ND, SD) by ground or air.
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. Ability to lift and carry up to 20 pounds occasionally.
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.*

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:** Partner Relations Project Coordinator  
**Reports To:** Partner Relations and Donor Family Aftercare Manager  
**Exemption Status:** Exempt; Salaried

**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 program execution.  
**Travel:** Yes, as appropriate within DSA.  
**Mandatory Meetings:** 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**