

DEPARTMENT: Organ Procurement or Tissue Services
STATUS: Exempt; Salaried
EXPOSURE RISK: Category II
SALARY GRADE:
REPORTS TO: Chief Clinical Officer
SUPERVISES: Organ Procurement Manager
Family Services Manager
Manager of Organ Recovery and Preservation Services
Clinical Resource Supervisors
Administrative Assistant
Tissue Services Manager
Donor Services Center Manager
Administrative Assistant

GENERAL JOB FUNCTION

The Directors of Clinical Services are responsible for the operational success of key work processes related to the recovery of organs, eyes, and tissues for transplantation and research. Lead cross departmental teams in planning and executing programs and initiatives aimed at maximizing organ, eye, and tissue donation. Accountable for adherence to all regulatory and accrediting agency standards, as well as all internal organizational policies, procedures and guidelines. Provide direction, education and mentoring to team members to facilitate efficiency and effectiveness in the donation process while encouraging the professional development and achievement of personal and departmental goals. Execute innovative, process improvement methodologies and leadership to drive initiatives aimed at increasing and expanding donation. Engage in external relationship management with key partners. Develop interdisciplinary approaches to organizational goals as part of the executive leadership team. Align daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Execute results-oriented leadership necessary for operational success of key work processes, monitoring effectiveness utilizing key performance measures to meet organizational objectives.

1. Direct the implementation of effective donation, recovery, and transplantation programs to maximize the number of organs, eyes and tissues recovered and transplanted.
2. Ensure timely and effective development, revision, and execution of recovery protocols to continuously improve work practices.
3. Monitor and establish appropriate expectations for effectiveness of work processes using key performance measures.
4. Apply experience, data, research, education, and identified best practices to provide guidance and assistance with:
 - a. Donation referral, import and allocation processes,
 - b. Donor assessment, evaluation, management, and recovery,
 - c. Authorization, family support,
 - d. Recovery, preservation, and transportation.
5. Lead and guide relationship management of key external partners including Funeral Home Directors, Medical Examiners, Coroners, Physicians, Surgeons, Tissue Processors and Eye Bank representatives.
6. Encourage cross departmental collaboration and training in support of executing key work processes to achieve organizational goals and initiatives.
7. Ensure compliance with regulatory requirements and industry standards, including, but not limited to Center for Medicare and Medicaid Services (CMS), United Network for Organ Sharing (UNOS), Association of Organ Procurement Organizations (AOPO), Food and Drug Administration (FDA) and American Association of Tissue

Banks (AATB) and Eye Bank Association of America (EBAA).

8. Guide collaborative expectations for cross departmental relationships to support mutually beneficial hospital, funeral home, and medical examiner partnerships across the region.
9. Regularly participate in administrative call to provide support to team members during case activity.

Contribute to the overall success of the organization by providing leadership on initiatives aimed at increasing donation.

1. Set expectations with key leaders to drive opportunities to maximize organ, eye, and tissue donation programs.
2. Focus on strategic opportunities to optimize donor management processes and maximize organs, eyes and tissues recovered for transplant.
3. Engage in responding to feedback from listening methods, driving improvement or enhancement of the donation experience.
4. Analyze and interpret data and trends to drive strategic initiatives and process improvements.
5. Embrace the technological advances of donation partners and determine ways to use the enhancement to advance donation.
6. Seek best practices in donation through participation in national or regional industry meetings and events. Deploy or implement best practices as appropriate.
7. Understand the operations of donation identifying innovative ways to improve and maximize the donation process.
8. Develop and implement strategic initiatives to leverage networks, identify new partners, increase donation opportunities, and strengthen relationships with established partners.

Lead, guide, and mentor team members toward successful execution of work processes, engaging cross departmentally as appropriate, to achieve mission and goals.

1. Lead and engage in regular individual and team meetings, to review programs, activity and accomplishments and provide timely and critical information needed for the team's success.
2. Guide and assist leaders in work planning 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. Engage in recruitment and selection of highly skilled team members.
6. Provide leadership and direction for in-house coordination of vented referral activity, open referral follow-up, and deployment of organ and tissue recovery teams.

Other responsibilities related to operational oversight of donation, recovery, and transplantation processes.

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. Provide information and interact with Board of Directors and Board Committees on donation services, recovery, and transplantation issues to maintain a high level of service and support. May serve as liaison for Clinical Policy Board.
3. Develop and manage operating and capital budgets to ensure responsible control over and utilization of LifeSource resources.
4. Participate in the strategic planning process of the organization, providing insight, expectations, and leadership of key donation process priorities. Monitor progress and provide leadership to support achievement of goals.
5. Provide executive direction and input, from a donation, recovery, and transplantation perspective, in order to develop and implement solutions to attain organizational goals.

6. Support a team culture and environment for integrated approaches within the department and throughout organization to achieve common goals.
7. Maintain current knowledge in the field through participation in UNOS/OPTN and AOPO.
8. 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 15 years of healthcare and organ, eye or tissue donation or transplantation responsibilities. Master’s degree desired.
2. Previous critical care (relevant to leading organ donation) and/or operating room (relevant to leading tissue/eye donation) experience, strongly desired.
3. Requires a minimum of 5 years proven leadership, mentoring and coaching experience.
4. Requires relevant certification in organ, eye, or tissue donation, or ability to obtain within 2yrs of position. Once certified, you must obtain the required continuing education or recertification credits/process.
5. Must have a demonstrated ability to drive results to improve processes and outcomes with the use of critical thinking, analytical skills, problem-solving capabilities.
6. Demonstrated ability to build, maintain, motivate, influence, and achieve cooperation with both internal and external relationships. Handling difficult situations with poise and professionalism.
7. Proven ability to establish priorities, coordinate internal and external resources, and achieve measurable results against goals.
8. Excellent written and verbal communication, organizational, and interpersonal skills are essential.
9. Must be organized, detail oriented, self-directed, motivated contributor with ability to function autonomously and effectively lead, to execute reasonable and sound decision making.
10. 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.

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11. Strong working knowledge of Microsoft Office applications.
12. 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. Required to work for extended periods of time with few breaks.
2. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines.
3. Must be able to travel up to 25% of the time within the donor service area and occasionally to national events and meetings.
4. 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.
5. Ability to lift and carry objects up to 50lbs.
6. Must be able to follow and successfully complete category immunization, health screening and background check requirements.