

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

GENERAL JOB FUNCTION

The Hospital Services Program Administrator is responsible for coordination of ongoing programs, projects, and administrative support for the Hospital Services Team to advance partnerships in support of organ, eye, and tissue donation. Collaborate on defining program priorities and strategies supporting successful coordination and execution. Coordinate and maintain accuracy of departmental tools, resources, documentation, and processes. Manage schedules to assist in providing continuity of services from the department to the organization and partners. Maintain relationship support through contact and facility information management. Aligns daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Engage in the development, coordination, and execution of hospital services programs to advance partnerships in support of organ, eye, and tissue donation.

1. Collaborate with the hospital services team on developing an annual plan outlining strategic and operational priorities and correlating projects.
2. Assist in developing mechanisms to share key programmatic information, including presentations, messaging, and communication plans.
3. Manage systems for tracking progress and documentation for hospital services priorities and projects.
4. Manage thorough documentation, organization and maintain the accuracy of hospital and partner agreements according to renewal schedules.
5. Define, deploy, and execute systems for regular and timely review of key program support needs.
6. Facilitate resources and support for hospital events throughout the year and during Donate Life Month.
7. Engage in ongoing exploration and innovation for new or enhanced hospital services program and system management.
8. Communicate as a representative of the hospital services team, researching and responding to questions, concerns, and issues, ensuring thorough follow up and updating relevant colleague.

Coordinate and ensure accuracy of departmental tools and resources maintaining documentation.

1. Lead content management and review by executing Super User skills for internal resource applications (eConnect, SharePoint, and other systems) that require partner and data integrity.
2. Manage communication and planning for educational opportunities for hospital services team.
3. Monitor donation documentation and maintain system for process debriefs and reviews.
4. Participate in the documentation of new processes in response to regulatory or other changes impacting the program or work processes.
5. Support quality and consistency, engaging in root cause analysis follow through, supporting timely documentation of all non-conformance and compliance reports.
6. May serve as a liaison between LifeSource and other OPOs, transplant centers, and tissue or eye processors to share practices and advance priorities.
7. Assist with developing communication strategies and materials, print and digital, to engage with hospital and partner contacts. Ensure timely and appropriate storage of documentation of external communications.

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8. Regularly review, clarify, and update new and existing standard operating procedures, policies, guidance documents and work instructions, collaborating as needed.

Provide broad support services, including managing schedules, to assist in providing continuity of services from the department to the organization and partners.

1. Manage team and leader scheduling, preparation, and support as appropriate for team engagement, communication, and planning.
2. Maintain communication with regional liaisons for continuity of support and resources for hospitals and partners throughout the Donation Service Area.
3. Prepare and timely provide supply materials for regional liaisons and regional hospitals.
4. Support hospital and partner strategic planning process, execution, documentation, and plan management.
5. Participate and engage in ensuring successful internal, customer or regulatory audits, including tracking of required competency assessments.
6. Foster strong partnerships, demonstrating respect and accountability, engaging professionally with individuals at all levels internally and externally.
7. Collaborate cross-departmentally regarding specific projects and their intersection with other aspects of our work, supporting the execution of efficient and effective communication.
8. Identify, propose and/or participate in development of process improvements for the team.

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 5 years communications, healthcare support or program management responsibilities.
2. Excellent written and verbal communication, proofreading and composition skills, including knowledge of appropriate formatting and styles for correspondence, reports, and related items.
3. Must be organized, detail oriented, and have excellent critical thinking, problem solving and analytical skills.
4. Proven self-directed, motivated contributor with a strong initiative and ability to function autonomously and work effectively within a team environment.
5. Ability to multitask and prioritize workload to manage instructions, tasks, and deadlines for multiple projects.

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6. Proven effective at establishing rapport and working relationships with diverse groups and personalities remotely, via phone, email and/or in person.
7. Ability to handle difficult situations with poise and professionalism (telephone, correspondence, email, and in person).
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.
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 up to 20 pounds occasionally.
5. Must be able to follow and successfully complete category immunization, health screening and background check requirements.