



## POSITION DESCRIPTION

PD-0142

Rev 2

### Organ Utilization Coordinator

**DEPARTMENT:** Organ Procurement  
**STATUS:** Exempt; Salaried  
**EXPOSURE RISK:** Category II  
**SALARY GRADE:** 60  
**REPORTS TO:** Organ Process Manager  
**SUPERVISES:** N/A

#### GENERAL JOB FUNCTION

The Organ Utilization Coordinator is responsible to respond to calls and notifications regarding organ donation placement, executing effective logistical coordination with internal and external stakeholders to optimize donation and transplantation opportunities. Engage as an organ donation expert with local transplant centers by analyzing clinical information related to the potential organ donation and serving as a consultant to these facilities when communicating with other Organ Procurement Organizations (OPOs). Coordinate and communicate logistics of all activities related to the placement of organs for transplantation ensuring thorough documentation within the electronic medical record (EMR) in accordance with established policies, procedures, and regulatory requirements. Facilitate the organ donation placement process, ensuring placement of organs for transplantation or research according to established policies, procedures, and regulatory requirements. Maintain professional, direct communication between multiple teams. Align daily activities with the strategic and operational goals of the organization.

#### JOB DUTIES AND RESPONSIBILITIES

**Manage clinical resources to optimize organ donation and transplantation opportunities for local transplant centers, including clinical evaluation, documentation, logistics and communication across multiple internal and external teams.**

1. Respond to organ donation opportunities for local transplant centers from across the United States and Canada, via the United Network of Organ Sharing (UNOS) system.
2. Manage the evaluation, placement, and coordination of organs for transplant, analyzing clinical data and communicating pertinent donor information to the transplant center program teams to protect patient safety and maximize transplantation.
3. Plan, schedule, and coordinate ground and air transportation ensuring timely arrival and departure of LifeSource team members, transplant center team members, and surgeons.
4. Communicate appropriate timelines and schedule with relevant team members to ensure effective preparation and timely presence for facilitation of organ recovery, packaging and transportation responsibilities.
5. Coordinate transportation of organs, blood, tissue typing materials, and biopsies to laboratories, overseeing the appropriate chain of custody.
6. Execute adherence to Organ Procurement Transplant Network (OPTN) policies relevant to organ transplantation process.
7. Maintain professional communication, providing customer service between multiple teams of medical professionals, outside OPOs, and the United Network of Organ Sharing (UNOS) Center.
8. Update and ensure accurate documentation on the status and coordination details in computerized confidential donor record according to established policies and procedures.
9. Collaborate with stakeholders to mitigate risks to organ donation, transplantation, and patient safety. Escalate high-risk situations as needed.
10. Apply sound clinical judgment to authorize financial agreements with transplant centers, specifically regarding waivers, as needed to optimize donation and transplantation.

## POSITION DESCRIPTION

PD-0142

Rev 2

### Organ Utilization Coordinator

#### **Manage the organ placement work system, coordinating clinical resources to optimize organs recovered for transplant and research in accordance with OPTN policy, internal, and external customer requirements.**

1. Coordinate the functions of the organ allocation work system, ensuring all aspects are performed to optimal levels in adherence with regulatory policies and organizational procedures.
2. Maintain knowledge of the factors used to match organs with patients in need, including but not limited to compatibility of blood type, height, weight, other medical factors, and geography.
3. Analyze clinical data and placement trends to guide decision-making on organ suitability.
4. Plan, schedule, and coordinate ground and air transportation ensuring timely arrival and departure of LifeSource team members, transplant center team members, and surgeons.
5. Identify potential case-specific barriers, develop strategy to minimize risk and maximize opportunities for organ placement and transplantation, including assisting team members with organ monitoring prior to transportation.
6. Oversee chain of custody over transported blood samples, tissue specimens, and recovered organs for transplant or research.
7. Effectively communicate relevant donor information to members of the recipient care team or research partners to minimize organ cold ischemia time and ensure improved transplant recipient outcomes.
8. Engage as the primary point of contact with UNOS, OPTN, and other hospital, OPO, or transplant center teams.
9. Exercise clinical judgment and a fundamental knowledge of organ viability to drive efficient and effective organ placement practices.
10. Effectively communicate pertinent donor information to research partners and transplant programs to protect patient safety and maximize organ placement.
11. Collaborate with regional transplant physicians, infectious disease specialists, clinical laboratory scientists, transplant nurses, and other OPO teams exhibiting knowledge and understanding of Organ Procurement Transplant Network (OPTN) policies.

#### **Serve as subject matter expert, internally and with external partners, representing clinical knowledge and regulatory expertise on policies, processes and procedures when providing information, support, education, or collaboration.**

1. Ensure thorough, accurate, and timely documentation all donation activities into defined systems in accordance with policy and procedure. Acknowledge the necessary information for all stakeholders, including accuracy of documentation for financial purposes.
2. Ensure customer requirements, including donor hospital and transplant center team members, are met.
3. Maintain awareness and execute collaboration, communication and partnership with funeral directors, medical examiners, eye banks and tissue processors, as appropriate per organ donation case.
4. Resolve administrative and logistical changes that arise during the donation and recovery process.
5. Monitor and report compliance with OPTN allocation policies and data submission requirement.
6. Participate in the development of research organ prioritization algorithms and manage the placement and recovery of research organs and tissues.
7. Serve as the allocation policy expert for the organ procurement process and provide guidance as appropriate.
8. Participate in performance improvement activities to streamline efficiency, stewardship and effectiveness of organ placements and transplantation.
9. Maintain current knowledge of organ procurement and allocation protocols and UNOS policy changes by participating in UNOS education offerings, clinical conferences and continuing medical education.
10. Design, facilitate and engage in clinical presentations, education and knowledge sharing with team members, physicians, nurses, and other stakeholders in the donation process.

#### **STANDARD RESPONSIBILITIES**

1. Perform work while demonstrating a commitment to excellence and performance improvement.

## POSITION DESCRIPTION

PD-0142

Rev 2

### Organ Utilization Coordinator

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 critical care, emergency room, or emergency medical services responsibilities.
2. Prefer previous professional experience within the organ, eye, and tissue donation industry. Preferably within an organ allocation work system.
3. Effective communication and interpersonal skills including clear written correspondence, active listening, and professional customer service response at all levels.
4. Must have advanced clinical skills with a desire to improve processes, take initiative and solve problems.
5. Detail oriented, highly organized, ability to execute critical thinking and analytical skills to confidently execute reasonable and sound decision making.
6. Demonstrated interpersonal savvy capabilities, building, maintaining, motivating, influencing, and achieving cooperation with both internal and external relationships.
7. 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.
8. Strong working knowledge of Microsoft Office applications.
9. 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. Must be able to participate in a variable 12-hour schedule including days, nights, weekends, and holidays. Occasional overtime may be required.
2. Required meetings may be scheduled outside of standard shift hours.
3. Affected team member in OSHA Exposure Category II have limited exposure to bloodborne pathogens or handling materials that could spread infection (one opportunity per month). And/or their position may require interaction with staff in patient or donor areas in a hospital, medical examiner office, funeral home, or clinic setting.
4. Must be able follow and complete Category immunization, health screening and background check requirements.

### **Organ Utilization Coordinator II**

#### **ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS, AND ABILITIES**

1. Provide guidance and support to team members on clinical activity by engaging in real time coaching and mentoring, exhibiting in-depth knowledge of the roles, responsibilities, administrative and logistical processes.
2. Engage in effective on-the job training of new team members including proactive involvement of regular goal development and identification of activities to achieve.
3. Consistently engage in open, respectful, and professional communication and feedback, in alignment with values.
4. Assist with the establishment and implementation of new processes and procedures in response to regulatory, processor, or other changes impacting the position or work processes.
5. Collaborate in executing ongoing development initiatives based on advancements and changes within the industry to enhance processes in alignment with strategic goals.
6. Actively participate in a committee or project work that aligns with strategic goals.
7. Complete additional projects as assigned by Leader.

#### **ADDITIONAL QUALIFICATIONS**

1. Requires a minimum of 2 years organ, eye, or tissue donation and/or transplantation experience.
2. Requires completion of LifeSource Preceptor Certification Program.
3. Engage in effective on-the job training of new team members including proactive involvement of regular goal development and identification of activities to achieve.
4. Requires Certified Procurement Transplant Coordinator (CPTC) designation. Once certified, you must obtain the required continuing education or recertification credits/process.
5. Successfully meets expectations of position including consistently meeting departmental and individual goals.
6. Exhibit an understanding and execution of established processes and procedures, including timeliness and dependability.
7. Consistently observed upholding LifeSource Values.

### **Senior Organ Utilization Coordinator**

#### **ADDITIONAL JOB DUTIES, KNOWLEDGE, SKILLS, AND ABILITIES**

1. **Participate in Organ Administrator On-Call (OPAOC) schedule to support achievement of organizational strategic plan.**
2. Lead/co-lead a focus group, committee or project aligned with key work processes or impact on strategic initiatives.
  - a. Engaging in regular communication with stake holder and other committee members.
  - b. Collaborate in identifying goals, action items and measurable outcomes.
  - c. Ensure follow through of all established action items and deadlines.
  - d. Consistently document and communicate status updates and next steps with leadership.
3. Provide formal or informal work direction in support of stewardship and execution of appropriate resources to fulfill donation activity.
4. In conjunction with real time feedback, reviews team dashboard/metrics/performance measures and identifies, to leadership, recommendations for re-training opportunities both on the departmental and individual level.
5. Lead the establishment and implementation of new processes and procedures in response to regulatory, processor, or other changes impacting the position or work processes.
6. Remain apprised of advancements and changes within the industry and specific area of responsibility. Propose and recommend opportunities for ongoing development initiatives or process enhancements in alignment with strategic goals.

7. Engage in root cause analysis, follow through, and timely documentation of all non-conformance and compliance reports.
8. Coordinate, support and ensure timely completion of annual team member competency verifications.
9. Assist with scheduling and real time follow up and response to staffing needs.
10. Collaborate with leader define, communicate, meet, and exceed internal and external customer requirements, including donor hospital and transplant center team members.
11. Complete additional projects as assigned by Leader.

#### **ADDITIONAL QUALIFICATIONS**

1. Requires a minimum of 4 years' experience as an Organ Utilization Coordinator and the ability to engage in hours beyond standard schedule designated for leadership commitments.
2. Requires completion of leadership education and training, approved by Manager. And maintain the annual continuing leadership education.
3. Requires consistent professional execution of preceptor specialty knowledge, skills, abilities, and responsibilities.
4. Demonstrate commitment to the LifeSource mission through activities above and beyond normal job duties.
5. Demonstrate the ability to independently meet the criteria of Leadership development days, as defined within the department.
6. Self-motivated with the ability to complete projects independently.
7. Ability to identify opportunities for process improvement by developing proposed solutions to identified areas of improvement.
8. Exhibit thorough understanding of established processes and procedures, including timeliness and dependability by consistent, successful execution of job competencies.
9. Demonstrate work behaviors representative of a leader or coach by displaying outstanding teamwork and collaboration skills.
10. Consistently observed upholding LifeSource Values.

#### **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.*

## POSITION DESCRIPTION

PD-0142

Rev 2

Organ Utilization Coordinator

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:** Organ Utilization Coordinator

**Reports To:** Organ Process Manager

**Exemption Status:**

#### WORK

**Work Day:** 12-hour shifts, Day, varying swing, and night shift.

**Hours:** 0600-1800, 0900-2100, 1200-0000, or 1800-0600 shifts. Up to 4 shifts per week as well as meetings and other functions as assigned.

**Lunch/Breaks:** Self-directed

**Overtime:** N/A

**On-Call:** No

**Flexible Hours:** No

**Flexible Location:** Yes

**Weekends:** Weekends are divided equally among team members and self-scheduled with Leader review.

**Travel:** Occasional industry meetings

**Mandatory Meetings:** All Team Meetings, department meetings and assigned committee meetings

**Shift Relief:** Upon completion of 12-hour shift, transition to next person/shift to ensure 24-hour coverage.

#### ABSENCE

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

Max two pre-approved team members on vacation at the same time.

Vacation requests are submitted to Leader via established process. There are opportunities for regular pre-planning submission process as well as those that come up as needed. Pre-planned will be given precedent. Must be accurately documented via Timekeeping system.

**Short-term:** Covered with current team members

**Long-term:** Covered with current team members

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

**Short-term:** The leader first looks to other team members to cover the absence. Other options include Manager, APDC, or DC help. 12 hours may be broken into smaller segments to facilitate coverage.

**Long-term:** Open shifts are divided among AIC team members

### COMMENTS