Position Title: Coroner Funeral Home Liaison  
Department: Tissue Recovery Services

MISSION STATEMENT:
Donor Network West’s mission is to save and improve lives through organ and tissue donation for transplantation.

We concentrate our efforts on the recovery of vital organs such as lungs, heart, liver, kidneys, heart-lung and pancreas from deceased donors and placement of these organs with the over 100,000 people who are currently waiting for a life-saving organ transplant in our country. The Transplant Network also recovers corneas and a variety of tissues. The Transplant Network also offers ongoing support and resources for both organ and tissue donor families.

VISION:
Our vision is to provide premier-level service to the community acting as the primary resource for organ and tissue donation in our area. We will provide excellent and compassionate support and service to the public and the healthcare professionals who serve them in the hope that each person who is eligible will be able to be a donor.

CORE VALUES:
We will strive to attain our vision by incorporating our core values of passion, integrity, and teamwork.

JOB SUMMARY:
The Coroner Funeral Home Liaison must be dedicated to supporting the mission of Donor Network West to provide the opportunity to improve and extend lives through eye, organ, and tissue (E, O, T) donation for transplantation. This is a full-time position which includes substantial on-call availability involving after-hours and weekends/holidays.

The primary role of the Coroner Funeral Home Liaison is to develop, implement, maintain, and evaluate donation strategies aimed at limiting the number of occurrences in which both Coroners offices and Funeral Homes deny donation from occurring. The Liaison will provide prompt effective service to Coroners and funeral homes in the donation service area (DSA) to enhance professional relationships, and increase donation awareness and support through education. The Liaison will work closely with the tissue recovery management team to ensure seamless, comprehensive and collaborative customer service to the funeral homes and Coroners offices.

The job responsibility includes providing strategic development of partnerships with the Coroners and the Funeral Home (FH) community within the DONOR NETWORK WEST DSA. This individual will work directly with the FH associations and Coroners Association in the DSA to promote E, O, T donation, eliminate obstacles to donation and coordinate educational opportunities for DONOR NETWORK WEST personnel Coroner and FH personnel.

ESSENTIAL JOB FUNCTIONS:

1. Upholds CA Health & Safety Code sections for UAGA facilitation

2. Develops and maintains policies and procedures in relation to both Coroners and Funeral Homes. Establishes and maintains effective customer relationships by providing a high level of customer service through timely and ongoing communication, presence and visibility.

3. Strives for a zero donation denial rate. Strategically assesses and proactively responds to individual customer needs in quality assurance, policy development, and share mutual feedback.
4. Evaluates and negotiates on behalf of DONOR NETWORK WEST for space in strategically positioned funeral home locations to accomplish tissue recoveries.

5. Provides “real time” customer assistance during cases when difficult coroner and/or Funeral Home interactions are being experienced.

6. Markets, develops, and provides education, information and consultation to these two different donation partners to ensure that all aspects of the donation process are understood, supported and practiced/implemented, including the timely production of E,O,T donor autopsy reports.

7. Fosters collaboration, communication and collegiality with the E/O/T procurement staff and call center staff for the purpose of fully supporting the donation process. Serves as an internal resource for the purpose of ensuring seamless service to funeral home customers and to coroners offices.

8. Prepares goals and maintains current profiles to ensure comprehensive customer information, with timely information entered into a DONOR NETWORK WEST database.

9. Immediately follows up on occurrences and selected donation experiences related to coroner and funeral home situations.

10. Provide routine orientation, training and education to selected DONOR NETWORK WEST personnel on relevant topics pertaining to interactions with coroners and Funeral Homes in collaboration with supervisors and directors.

11. Collaborate with volunteer services to maximize the effective utilization and efficiency of DONOR NETWORK WEST volunteers.

12. Collaborates with tissue processing partner liaisons to gather and create resources and programs that promote donation.

Responsibilities

1. Negotiate collaborative protocols for working with the Coroners and Funeral Home Associations (FHA) in the DONOR NETWORK WEST DSA to increase tissue recovery for potential donors.

2. Advise technical support personnel in the provision of case event support for E,O,T donors to assist funeral homes in the embalming procedures as needed.

3. Working in conjunction with operations and recovery, provide tissue educational opportunities to Coroners offices and to Funeral Homes as requested.

4. Through partnering activities facilitate donation by interacting with Coroners offices and Funeral Homes as needed and removing barriers to donation.

5. Meet at least annually with each FHA to maintain a presence within the FH community.

6. Meet at least annually with the California State Coroner’s Convention to maintain presence within the Coroner community.

7. Follow-up with both Coroners offices and Funeral Homes following donor recovery to ensure quality of service, communication, and recovery processes.

8. Assist DONOR NETWORK WEST tissue management to decrease costs related to donation.

9. Review, follow-up, and resolution of reported occurrences for Coroners and Funeral Homes.
10. Function as primary contact with Coroners and Funeral Homes in the DONOR NETWORK WEST service area to address concerns, billing questions and recognition of best practice.

11. Collect, summarize and report outcomes from Funeral Home surveys.

12. Develop improvement plans to address prevailing satisfaction concerns with funeral homes as supported by the data analysis from the Funeral Home surveys.

13. Develop promotional materials and educational programs to Coroners and Funeral Homes using available DONOR NETWORK WEST resources.

**Professional/Personal Competency**

1. Maintains tissue donor process knowledge to ensure ability to function in donor FHs, either internally or through external avenues.

2. Seeks guidance and assistance from team members and management staff to improve job function.

**Other**

1. Maintains complete and accurate donor, business, and expense records as required.

2. Prepares and submits appropriate referral paperwork for monitoring and tracking.

3. Maintains on site supplies and equipment to ensure adequate preparation, availability and supply.

4. Maintains professional working relationship and rapport with management, coroners, funeral home staff, medical, nursing and ancillary staffs, both within and outside DONOR NETWORK WEST. Works to constructively resolve issues as needed.

5. Maintains an adequate proficiency level with the use of office equipment to enable completion of assigned duties (i.e. PowerPoint, computers, printers, copiers, etc.).

6. May be required to perform other duties as assigned.

The DONOR NETWORK WEST has the right to revise this job description at any time. The job description is not a contract for employment, and the employee or the DONOR NETWORK WEST may terminate employment at any time, for any reason.

**REPORTING TO:**

Director of Tissue Services

**DIRECT REPORTS:**

N/A

**KNOWLEDGE, SKILLS AND ABILITIES:**

The Coroner Funeral Home Liaison must have the ability to communicate and present information effectively within a team environment. This position requires a proactive team player who must uphold the core values of the organization which include passion, integrity, and team work. This individual must possess strong interpersonal skills that would allow him/her to deal effectively in a dynamic field. This position requires strong attention to detail, written and verbal communication skills.

**EDUCATION AND/OR EXPERIENCE:**

Education:
Preferred: Degree in biologic sciences or an equivalent degree/diploma/certification in an allied health field.
Experience:
Required: Minimum two years experience as Coroner office employee, funeral home director, funeral home employee or embalmer.

Preferred: Minimum two years experience in an OPO.

Certification/License:
Preferred: Licensed Funeral Director and/or Embalmer

Required: DONOR NETWORK WEST requires employees to maintain a valid California driver’s license and current vehicle insurance based on California minimum insurance coverage standards.

Other:
Working knowledge of office equipment, including but not limited to personal computer, Microsoft Office 2000 or higher, fax machine/scanner, calculator, photocopier, portable telephone/PDA, and printer. Reliable automotive transportation required.

RESPONSIBILITY FOR INTERPERSONAL AND CUSTOMER RELATIONS:
Adheres to the principles of “customer service” in all aspects of the job. Supports fellow employees and others to further the achievement of DONOR NETWORK WEST’s mission. Builds and maintains positive relations outside of DONOR NETWORK WEST. Represents DONOR NETWORK WEST effectively in client situations and to the general public.

CONTRIBUTION TOWARD WORK DIRECTION AND/OR TEAM PARTICIPATION:
Makes efficient and effective use of own time. Sets and meets realistic deadlines. Attends and participates in departmental and organizational meetings.

PARTICIPATION IN CONTINUOUS QUALITY IMPROVEMENT:
Supports the vision and mission of DONOR NETWORK WEST. Is committed to proactively focusing on and reviewing data that is collected as it relates to his/her job responsibilities.

PHYSICAL DEMANDS:
While performing some essential functions of this position, you may be required to perform some functions repeatedly; sit for an extended period of time and do some lifting, moving, pushing, or pulling.

See ADA Worksheet.

ENVIRONMENTAL INFLUENCES:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Note: Your signature serves as confirmation that you have read and understand this document. It is not a contract between DONOR NETWORK WEST and the employee. DONOR NETWORK WEST reserves the right to revise the job description.