GENERAL JOB FUNCTION
The Family Resource Coordinator (FRC) must be dedicated to supporting the mission of Donor Network West to provide the opportunity to improve and extend lives through organ and tissue donation for transplantation. The Family Resource Coordinator is responsible for developing, implementing and monitoring policies, procedures, strategies, and action plans related to family support and the donation discussion process. The primary responsibility is the immediate response to donor referrals to assess family needs as requested by the hospital, family and or resource/transplant coordinator. The FRC helps the family navigate the next series of steps, makes available the options of organ and tissue donation, and supports them throughout the entire process. This position requires a proactive team player who must uphold the core values of the organization which include passion, integrity, and teamwork.

JOB DUTIES AND RESPONSIBILITIES (*Denotes essential job function)

Family Activities/Donor Evaluation and Management

1. The FRC accepts “on-call” responsibilities and must provide consistent and timely service to hospitals, donor families, and other transplant personnel in all potential donor situations by providing immediate response to the hospitals when a family brings up organ donation, when a patient is brain dead, when a hospital brings up donation, as well as when family needs are identified.

2. The FRC will act as first responder on referrals when a transplant coordinator is not available and work in conjunction with other departments of Donor Network West as indicated.

3. The FRC must also possess knowledge of medical and legal principles of authorization, donor evaluation, and management. This is necessary in order to effectively communicate with the donor families, physicians and hospital staff involved in organ donation.

4. Maintain and/or increase ability to provide markedly superior family care by recognizing and understanding potential donor family dynamics. Supports families during grief reactions in an empathetic manner.

5. Works collaboratively with health care professionals in an effort to ensure sensitivity and timeliness of authorization while at the same time providing for individual and family’s culture and religious preference.

6. Will enhance the Transplant Coordinator’s ability to focus on the clinical management by being available to meet the emotional needs of the family members as well as providing accurate up-to-date information for authorization to the family.

7. Facilitate the regular utilization of translation services within Donor Network West or outside organizations in an effort to improve communications with the family.

8. Following the donation discussions, the FRC provides the family with grief packet as well as supportive resources e.g., Victims of Violent Crime information, Pastoral Care, Police and Coroner department numbers etc. as requested or needed by the family. Provides family with information on the follow-up care that is provided to donor families following donation discussion along with the business card of the Donor Family Advocate who will be contacting them. Families will also be provided the business card of the FRC who was involved in their care.

9. Provides support when appropriate to the donor family while in the OR on all DCD cases.

10. Provides ongoing communication throughout the case to the Transplant/Resource Coordinator/hospital care professionals.
11. Provides the Transplant Coordinator with information regarding family follow-up that has been requested prior to leaving the hospital.

12. Completes and provides to the Transplant Coordinator all paperwork as it is related to the care of family e.g. written/recorded authorizations, diligent search efforts, Medical/Social History, Donor Family Follow-up form, Mortuary Release form, as well as all other pertinent information in a timely manner and communicates this task in the Donor Network West narrative note.

13. Reviews the Medical and Social History when assuming this responsibility with the Transplant Coordinator and the Advanced Practice Coordinator

14. When care of the family is being transferred to another FRC, report regarding the family dynamics and needs will be provided via phone call to the relieving FRC and documentation of the information will be made in the narrative notes on iTransplant.

15. When requested to perform the Medical and History Questionnaire, the FRC will review the patient chart, perform a physical assessment of the patient prior to speaking with family. Following the interview the FRC will review the Med/Social form with the TC and APC to assure accuracy and to learn of any further additional information that may be required from the family.

16. Completes the accompanying iTransplant documentation on all referrals.

17. Supports Donor Family Advocate with necessary information about the donation process and family dynamics on the Donor Family F/U form to enable her/him to facilitate donor family follow-up according to DONOR NETWORK WEST policy.

18. Should any communication occur after the recovery, an email is sent to the DFA for inclusion in the family follow-up chart.

19. Participates on the Family Services Team whose purpose is to strive to provide education and support to the DONOR NETWORK WEST staff and colleagues in an effort to increase authorization rates, while simultaneously emphasizing the provision of excellent family care.

20. As necessary, participates in the development and implementation of appropriate policies and procedures relating to the donor family and/or authorization process.

21. Contacts Director of Community Development in the event of potential media attention.

22. Acts as liaison between family and Public Affairs personnel.

23. Assesses and participates in ongoing educational needs of the community as well as the hospital staff.

Professional/Personal Competency

1. Actively participates in assigned meetings in an effort to maintain and increase competency. In addition, participates through committee process in the advancement of organ procurement and transplantation education, hospital development and public education.

2. Participates in community outreach events and public education programs.
3. Communicates with the Donation Program Consultants.

4. Participates in weekly AAR conference calls to review donation processes and attends staff meetings and workshops as mandated.

5. Maintains knowledge of current grief education, conflict resolution through appropriate professional organizations.

6. Maintains knowledge as a first responder to ensure ability to function independently when requested.

7. Seeks guidance and assistance from team members and management staff to improve job performance.

8. Participates in task forces and teams in conjunction with direction from the Director.

9. Maintains knowledge of position and career ladder; provides supporting information to qualify for advancement on clinical ladder.

**Other**

1. Maintains complete and accurate donor, business, and expense records according to DONOR NETWORK WEST policy.

2. Prepares and submits appropriate documentation for monitoring and tracking.

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

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

5. Participates in projects and activities by volunteering, or as assigned by management.

6. Maintains an adequate proficiency level with the use of office equipment to enable completion of assigned duties (i.e. FAX, scanners, smartphone, tablets, computers, printers, copiers, etc.).

7. Maintains awareness of individual call schedule by checking weekly for updates and changes to ensure accuracy.

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

**QUALIFICATIONS**

The Family Resource Coordinator 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. Multi-lingual skills are beneficial. The most common languages spoken are Spanish, Mandarin, Cantonese, and Vietnamese.
Title: **Family Resource Coordinator**

**Department:** Family Care Services  
**Effective Date:** 4/22/2015

**FLSA Category:** Non-Exempt  
**Salary Grade:** TBD

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**EDUCATION AND/OR EXPERIENCE:**

**Education:**
Required: A degree in biologic sciences or social sciences or an equivalent degree/diploma/certification as a Counselor or allied health field.

**Experience:**
Preferred: Social Services, Counseling or a valid California State Registered Nurse license with at least two years of experience in working with the bereaved or crisis intervention.

**Certification/License:**
Preferred: If licensed maintain current license as a Social Worker/Counselor, Registered Nurse, etc. DONOR NETWORK WEST requires FRCs 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, fax machine, photocopier, smartphone, printer, and scanner. Reliable automotive transportation required.

The FRC must be compassionate, conscientious, and ethical, and must possess strong interpersonal skills which will allow her/him to deal effectively with conflict resolution, donor families in crisis, individuals or groups and a variety of medical professionals. This position requires strong conflict management skills as well as written and verbal communication skill; and an ability to work productively both independently, and as a team participant with accountability to all other team members for meeting agreed upon objectives. This individual must maintain strong organizational skills that will allow him/her to assess changing environments establish appropriate priorities, handle highly stressful situations in a calm, mature manner, using sufficient judgment and discretion at all times. This individual must also provide accurate assessments of job performance and recommend changes in policies, procedures, strategies and action plans.

**EMPLOYEE ACKNOWLEDGEMENT:**

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. I understand that Donor Network West has the right to revise this job description at any time.

________________________________  ______________________________________
Employee Signature  Date