



JOB DESCRIPTION

Job Title: Recovery Coordinator – Tissue
Prepared By: Human Resources

Reports to: Manager of Recovery Services
Approved By: VP of HR

FLSA Status: Non - Exempt
Date: June 2019

Donor Network West's (DNW) mission is to save and heal lives through organ and tissue donation. We honor and respect the donors and families we serve with compassionate care, and inspire our communities to donate life. Every employee at DNW is responsible for fostering an organizational culture that is based on collaboration, support, and service. This includes being a proactive team player who strives for excellence by upholding the Donor Network West's core values of Teamwork, Integrity, Passion and modeling the DNW Code of Commitment.

GENERAL JOB FUNCTION

The Recovery Coordinator – Tissue responds to tissue recovery cases and provides technical support for all aspects of tissue recovery for transplant and research. The Tissue Recovery Coordinator is responsible for the intraoperative leadership of the recovery team and communication to a team of other medical professional, including hospital personnel, funeral home staff and coroner or medical examiner professionals. To this audience they are the operative expert for the tissue recovery process. The Recovery Coordinator – Tissue performs other clinical support related responsibilities during their scheduled shift on an as needed basis.

JOB DUTIES AND RESPONSIBILITIES

1. Performs recovery of tissue(s) for transplant and/or research in accordance with DNW SOPs.
2. Follows, interprets, and implements all applicable standard operating procedures, regulations, and policies to ensure compliance.
3. Oversees tissue recovery process to ensure safety and compliance with all applicable standard operating procedures, regulations, and policies.
4. Attains and maintains competency in the recovery of tissues from transplant, including musculoskeletal, skin, cornea, cardiovascular, and other specialized tissues, through onsite competency assessments and/or competency testing as well as additional trainings provided.



5. Performs/supervises the collection, packaging, and shipment of tissue.
6. Performs clerical administrative functions in order to provide correct, complete documentation and ensure tissue safety and staff competency.
7. Serves as a representative of Donor Network West. Displays respect for the donor and donor family at all times and maintains donor confidentiality. Communicates clearly to other agencies and departments.
8. Performs quality control practices as defined by policy and procedures.
9. Attends departmental meetings and completes required training and readings to ensure compliance and keep abreast of field.
10. Actively seeks information pertinent to current donation and transplantation issues.
11. Participates in continuous quality improvement as identified by the staff/departments/management.
12. May function as a surgical first assistant to transplant surgery personnel on organ donor recoveries.
13. May function as a surgical scrub for organ recovery cases.
14. Maintains confidentiality of donor information in accordance with Donor Network West policies.
15. Completes all tissue recovery cases started; works past scheduled shift times without relief when required.
16. Travel by personal auto, charter or commercial aircraft is required.
17. Must have and maintain a valid driver's license with an insurable driving record.
18. Regularly attends and actively participates in recovery staff meetings and other DNW activities.
19. Performs other duties as assigned.

Tissue Recovery Team Lead

1. Reviews donor authorization, medical and social history questionnaire, relevant medical records, plasmadilution and any information obtained during the screening process, and facilitates the recovery of all suitable tissues on each authorized tissue donor.



2. Performs and documents recovery site assessment and donor physical assessment, verifies and documents all critical supplies used during clinical events, accurately completes and submits required documentation for all clinical activity, and completes documentation corrections in the requested time frame.
3. Communicates with and provides excellent customer service to other DNW staff, hospital staff, coroner/ME and funeral home personnel to ensure proper coordination and completion of clinical events, and suggests facility profile updates as appropriate.
4. Recognizes and addresses discrepancies and information relevant to Donor Network West processor criteria within all available records.
5. Ensures verification of the packaging and labeling while coordinating the shipping of ocular/blood specimens/tissue to be sent for the coroner/ME, testing agency or processor.
6. Participates in the orientation of new Recovery Coordinators. Demonstrates mastery of the role by precepting new team members.

QUALIFICATIONS

Education

- Associates degree in life science/allied health/healthcare, or
- Completion of a surgical technology program, or
- Completion of an emergency medical services program, or
- Associates degree in mortuary science
- 2 years of work experience in a related field (see Education & Certification/License sections) may be substituted for educational requirement

Certification/License

- Minimum: Valid driver's license
- Preferred: Certified Tissue Banking Specialist
Certified Eye Banking Specialist
Certified Surgical Technologist

EXPERIENCE

- Required
 - Strong organizational and personal skills
- Preferred
 - hospital/clinical experience
 - Tissue recovery experience

- Previous experience with sterile technique and surgical procedures

DEMANDS OF WORK

1. Normal hours may include planning time, consultation with staff in regional locations, travel to hospitals, professional groups, speaking engagements and education activities.
2. Travel is required by personal auto, rental or company auto, light charter and commercial aircraft to meet all the duties and responsibilities of this position. Must have reliable private automobile for which business mileage is reimbursed according to IRS guidelines.
3. Normal office hours include planning time for finishing up case activity duties, continuing education, and travel to and from recovery hospitals/recovery suite.
4. The Recovery Coordinator - Tissue must be able to work long hours on their feet with minimal or no interruption.
5. Coordinators are required to move/carry equipment and instruments, routinely lifting up to 50 pounds independently and less frequently larger weights with assistance.
6. Position requires finger dexterity which would normally be used to operate computer equipment & keyboard, smart phone, scalpel and scissors.
7. Must have command of the English language and be able to speak clearly to convey information to business contacts and other DNW employees over the phone and in person.
8. Requires ability to work under stress with numerous interruptions, distractions, and changing priorities, and to handle highly stressful situations in a calm and efficient manner.
9. Exposed to death, grief and the death process on a regular basis to include pediatric and adult donors. Some scenarios surrounding death and donation may be of traumatic nature.
10. Must have the mental capacity to retain business and technical information.
11. Must have vision correctable to 20/20 in order read correspondence, reports, and computer screens.
12. Self-motivated and possess the ability to meet the requirements of a demanding schedule.
13. Strong interpersonal skills and the ability to work both independently and as part of a team required.
14. Must be able to sit for at least eight hours a day.
15. Must be able to drive long distances.

EQUIPMENT/MACHINERY USED

- General office equipment & fax machine
- Computers &
- Tissue recovery supplies (sharp surgical instruments) and equipment (sometimes heavy).
- Smart phone

OTHER (i.e., access to confidential information)



The Recovery Coordinator – Tissue is expected to maintain confidentiality of all donor/recipient information.

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: _____

Employee Name (Print): _____ Date: _____