



JOB DESCRIPTION

Job Title: Director of Tissue Recovery Prepared By: Human Resources
Reports to: Vice President of Operations Approved By: VP of HR
FLSA Status: 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 and Passion.

GENERAL JOB FUNCTION

The Director of Tissue Recovery is responsible for the day-to-day management of the Tissue Recovery department. This role includes the responsibilities of organizational policy, procedure, protocol application, training and administrative duties. In addition, this role will direct the recruitment, development, and retention of Tissue Recovery Coordinators and per diem staff, providing support to the cause of tissue donation.

JOB DUTIES AND RESPONSIBILITIES

1. Must exhibit and model DNW code of commitment in all job functions and in all interactions both internal and external to DNW.
2. Directs the potential tissue donor assessment/evaluation and recovery processes for DNW.
3. Responsible for all day-to-day activities associated with donor suitability assessment, recovery and utilization of tissues for transplantation which includes:
 - a. Organizing and managing tissue recovery processes
 - b. Complying with and implementing applicable SOP's
 - c. Working successfully with various staff members of hospitals, Office of the Chief Medical Examiner and funeral homes
4. Responsible for the day-to-day management and leadership of Tissue Recovery Coordinators and per diem staff which includes:



- d. Working with the VP of Operations, Human Resources and senior management to solicit, select, and hire qualified staff
 - e. Conducting new hire orientation
 - f. Preparing appropriate work assignments and schedules to ensure adequate coverage
 - g. Coaching and mentoring Tissue Recovery Coordinators and per diem staff
 - h. Initiating conflict resolution processes which includes employee counseling as needed
 - i. Conducting on-going performance evaluation including annual reviews
 - j. Attending and reporting on DNW tissue recovery efforts at management meetings.
5. Assists the Vice President of Operation in creating and tracking performance metrics for each staff person and the department.
 6. Assists the Vice President of Operations in budget preparation for the Tissue Recovery department.
 7. Assists the Vice President of Operation in preparing for all inspections and supports periodic audits of functions to ensure ongoing compliance.
 8. Responsible for the development and implementation of the tissue recovery training program to ensure recovery staff is properly trained and competent to perform assigned duties and responsibilities.
 9. Routinely monitors individual and department performance, meeting with staff members a minimum of once per month.
 10. This position is responsible for administrative call relative for all Tissue Services activity, assisting with problem solving and answering administrative questions related to recovery efforts.
 11. The Director of Tissue Recovery will assure staff competency by observing and evaluating staff members performing critical job functions in the clinical setting.
 12. Assures that tissue recovery is done in compliance with all applicable regulatory standards (AOPO/AATB, FDA, OSHA, state and federal laws, etc.) necessary to assure safety of tissue and appropriate accreditations.
 13. Maintain effective and professional working relationships with other department directors and managers, as well as key personnel involved in the donation process.
 14. Works with the hospital development department to identify opportunities for increased donation, presentation of common integrated message, and improvement in donation authorization rate.



15. Interacts with Quality Systems department to ensure quality monitoring of activities related to tissue recovery including: chart record review, case oversight, technical decision-making, documentation, and customer satisfaction.
16. Travel by personal auto, company car, charter or commercial aircraft is required.

NON-ESSENTIAL JOB FUNCTIONS:

Note: These “non-essential job functions” represent job functions which the incumbent is responsible for performing. However, if necessary, these job functions could be performed by other personnel.

1. Promotes research and technology advances in the organization by staying current with trends in the industry, identifying opportunities and participated in research design.
2. Visible representative of the organization in professional and community activities.
3. Develops and implements special projects related to donation and family support.
4. Actively seeks information pertinent to current donation and transplantation issues.
5. Participates in public education functions to enhance community understanding of donation services.
6. Performs other activities as assigned by Chief Operating Officer and Chief Executive Officer.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The qualifications listed are representative of the knowledge, skill, and/or ability required. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Advanced knowledge of human anatomy and medical terminology, organ perfusion, strong decision-making capabilities, and excellent communication skills to effectively communicate with Donor Network West employees, Transplant Center and donor hospital staff, and donor family members
- Demonstrate the ability to set and meet deadlines.
- Capable of developing and implementing policies and procedures.
- Develop relationships with various researchers, physicians, and research organizations for the purpose of providing options of research and therapy donation.

EDUCATION AND EXPERIENCE

1. Bachelor’s degree, knowledge and experience in sterile technique and certification as a Certified Tissue Banking Specialist (CTBS) preferred.



2. A minimum of five years' experience in tissue recovery required with demonstrated knowledge in tissue screening and Standard Operating Procedures (SOP's).
3. Strong medical or technical background required.
4. The ability to work effectively with a variety of medical professionals required.
5. Capability to work a minimum of 40 hours per week. May be required to work for extended periods of time.
6. Excellent organization and time management skills; ability to function independently and collaboratively; good problem solving and creative thinking skills, and well-developed personal stress management skills.
7. Ability to speak and communicate clearly and effectively.

PHYSICAL DEMAND OF WORK

1. This is a full-time position based in San Ramon, CA. Normal hours may include planning time, consultation with staff in the regional locations, travel to hospitals, professional groups, speaking engagements and education activities.
2. Working evenings and weekends may be required occasionally to perform the tasks outlined in the job description.
3. Travel by personal auto, company car, charter or commercial aircraft may be required with reimbursement for personal auto use provided by the company policy according to the IRS policy. (Essential job function)
4. Must be able to effectively communicate in a variety of environments, both indoor and outdoor, and under a variety of environmental conditions.
5. Position requires finger dexterity which would normally be used to operate a telephone, calculator, and computer equipment.
6. 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.
7. Requires ability to work under stress with numerous interruptions, distractions, and changing priorities.
8. Must have the mental capacity to retain business and technical information.



9. Must have vision correctable to 20/20 in order read correspondence, reports, and computer screens.

10. Must be able to sit for at least eight hours a day.

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: _____