



## **JOB DESCRIPTION**

Job Title: Donation Program Consultant      Prepared By: Human Resources  
Reports to: Director, Donation Services      Approved By: VP of HR  
FLSA Status: Exempt      Date: August 2019

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Donor Network West's 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 Donation Program Consultant I strategically plans, implements, and evaluates internal and external systems to impact hospital and community donation programs. The Donation Program Consultant is primarily responsible for developing, implementing and monitoring hospital policies, procedures, strategies and action plans to enhance eye, organ and tissue donation within the assigned service areas. He/ She will also collaborate, as necessary, with other departments within Donor Network West and with external tissue banks to perform these functions.

### **JOB DUTIES AND RESPONSIBILITIES**

- Responsible for hospital donation strategy development
- Secures and maintains positive hospital leadership & physician relationships
- Analyze trends in donation processes
- Collaborate with hospital partners on strategy development
- Effectively documents hospital donation strategy planning and process
- Responsible for hospital program execution to maximize donation
- Provide concise written communications to external and internal partners
- Present plans and strategy to hospital administration, physicians and nursing staff
- Provide conflict resolution as needed
- Responsible for acquiring and providing hospital feedback after referrals and donors
- Maintain referral and donation process metrics



- Host post donation event follow up meetings with physicians, nurses and ancillary staff involved
- Responsible for hospital program site maintenance by ensuring all regulatory requirements are met as scheduled, including medical record review, hospital policies related to donation, hospital service plans
- Other duties as assigned.

## **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.

- Possess extensive knowledge of public education, hospital and business development. Maintains strong hospital and physician relationships
- Understand hospital and community education needs of the organization and effectively formulate a plan of response. Ability to clearly communicate plan to organizational staff, internal and external stakeholders.
- Ability to communicate and present information effectively and concisely within a team environment
- Proactive team player who can multitask with ease, and uphold organizational core values.
- Strong attention to detail, excellent written and verbal communication skills. Thrives in a fast-paced dynamic environment and adjusts to new priorities as required.
- Must maintain valid California or NV driver's license and ability to travel to DNW service area by car.

## **EDUCATION AND EXPERIENCE**

- Undergraduate degree in business health administration, marketing, and/or nursing preferred
- 1-2 years' experience educating physician and healthcare professionals required
- 2-3 years' experience within a hospital system. Experience in collaboration, education, and negotiation with governmental regulatory bodies and key regulatory personnel.

## **PHYSICAL DEMAND OF WORK**

On file in Human Resources.

## **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:

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Date:

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Employee Name  
(Print):

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Date:

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