



JOB DESCRIPTION

Job Title: Donor Family Advocate Prepared By: Human Resources
Reports to: Manager, Aftercare Approved By: VP of HR
FLSA Status: Exempt Date: September 2019

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 Donor Network West 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 Donor Family Advocate is responsible for follow up communication with donor families that is done with sensitivity and consideration of needs of the donor family members. While providing donor family follow up, this individual will conduct independent assessment resources as appropriate, while providing ongoing education to donor families about grief. The role will also be prepared to answer and address issues about the organ and tissue donation process.

JOB DUTIES AND RESPONSIBILITIES

Implements all aspects of DNW's Donor Family Follow-up Program:

- Applies discretionary, independent judgment when providing follow- up with donor families.
- After assessing the donor families' overall donation experience will provide feedback to all on site personnel involved with the care of the donor family. This feedback will also include specific needs identified by the donor family that will enhance the overall care by DNW staff.
- Shares information with all staff when necessary in order to enhance skills.
- Provides initial letters to families regarding the outcome of the donation.
- Ensures that all family follow-up is completed in a timely manner as specified in the policies. Provides compliance updates to manager and identifies and discusses areas of improvement to the appropriate manager.



- Initiates contact with donor families at appropriate intervals to assess family bereavement, understanding of donation process including brain death and to provide education and appropriate intervention.
- Provides donor families with appropriate referrals to community resources.
- Provides donor families with requested recipient updates.
- Responds to all requests for information or assistance from donor families in a timely, compassionate manner.
- Provides on- going education to donor families regarding organ and tissue donation.
- Documents all interactions on iTransplant's Family Services Module under "interaction log"
- Offers family follow-up to families who choose not to donate upon request from family.

Communication with Recipients

- Oversees communication between donor families and recipients
- Ensures appropriateness of correspondence
- Assesses readiness of donor families to receive recipient correspondence
- Assesses readiness of donor families to meet recipients after facilitating agreement by both parties with assistance from transplant centers.
- Copies of correspondence from recipient/donor family are to be attached in the donor chart upon receiving them.

Resource to DNW Staff and Families

- Develops and maintains resource materials (by geographic region) to insure donor families are provided with accurate community referrals. This includes bibliographies, support groups and private therapists.
- Participates as appropriate in hospital staff in-services
- Participates as appropriate in in-services for DNW staff on topics relating to working with families, bereavement, etc.
- Assists with, as requested by management, the annual DNW Donor Family Gathering.
- Supports DNW staff involved in particularly difficult family situations.
- Attends staff meetings and provide in-services and updates to staff regarding the process of donor family follow-up as well as issues relating to working with families on-site.



- Participates and contributes within Family Services team and regional team meetings.
- Triage legal and risk management issues, consults with Donation Services management and the Chief Executive Officer.

Professional/Personal Competency

- Maintains professional competence in order to provide leadership and consultative services to staff and transplant centers.
- Maintains state of the art knowledge of organ donation and organ allocation policies through active membership in professional associations and attendance at workshops and seminars.
- Participates in staff education and training.
- Assumes responsibility for debriefing, consulting and managing their own stress.

Staff Development

- Assists the Donation Services Management in identifying individual training needs of staff that will enhance the care of donor families.
- Assumes responsibility for presenting in-services, debriefings and other educational formats as needed both within DNW and to outside agencies as requested.
- Provides research/review articles following specific problems/situations and/or interventions to support or improve decisions made during donation discussion.

Administrative

- Initiates planning and implementing strategies to improve family care during and after the donation discussion.
- Implements needed changes and makes recommendations to Donation Services Management and Manager of Quality Systems for continual quality improvement projects based on quality reviews of the donation process.
- Maintains a safe environment and respects confidentiality at all times.
- Monitors fiscal responsibilities including but not limited to expenses, incentive use etc.
- Maintains, completes, and submits accurate records and expenses.

Other

- Assesses for need and feasibility of Donor Family Support Group(s) in DNW regions.
- Committed to proactively focusing on and reviewing data that is collected as it relates to job responsibilities
- May be required to perform 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.

- Ability to communicate and present information effectively within a team environment.
- Requires a proactive team player who must uphold the core values of the organization which include passion, integrity, and team work.
- Possess strong interpersonal skills that would allow him/her to deal effectively in a dynamic field.
- Strong attention to detail, written and verbal communication skills.
- Compassionate and ethical, upholds the core values of DNW
- Ability to maintain confidentiality. Able to be a team player while being able to function autonomously.
- Adheres to principles of customer service in all aspects of the job.
- Supports fellow employees and others to further the achievement of DNW mission
- Builds and maintains positive relations outside DNW. Represents DNW effectively in client situations and to the general public.
- Makes efficient and effective use of own time. Sets and meets realistic deadlines. Attends and participates in departmental and organizational meetings.
- Reliable automotive transportation required, along with valid drivers' license.

EDUCATION AND EXPERIENCE

- Advanced training in crisis intervention and grief counseling
- Advanced degree in behavioral sciences, such as MA in Clinical Psychology or Social Work preferred.
- Minimum 2 years' experience working with bereaved families during the donation process or in any other professional counseling capacity.
- Superior independent assessment skills of family and group dynamics along with knowledge and judgment of appropriate interventions

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 DNW has the right to revise this job description at any time.



Employee
Signature:

Date:

Employee Name
(Print):

Date:
