



## JOB DESCRIPTION

Job Title:	Resource Triage Coordinator	Prepared By:	Human Resources
Reports to:	Director, Operations	Approved By:	CEO
FLSA Status:	Non-Exempt	Date:	September 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 Resource Triage Coordinator (RTC) is integral to providing leadership and continuity of service to all donor families and hospital partners in a 24 x 7 x 365 operations center that receives referrals, screens potential organ donors with referral facilities, approaches families to offer the option of donation, and coordinates all logistics involved in the donation process. This individual is responsible for enhancing the mission of DNW by responding to, and triaging organ referrals so the appropriate DNW staff can be dispatched to facilitate the donation process. Typical duties include immediate response to organ donor referrals, evaluation by phone of the referral, engagement of the attending MD and hospital team for the implementation of guidelines for care/catastrophic head injury orders, support and evaluation of family needs, identification of resources needed for the referral and triaging the referral to the appropriate DNW staff member. In conjunction with the MD, determines medical suitability of potential organ donors and utilizes appropriate resources to achieve this. The RTC may also be assigned duties as determined by management, developing, implementing and monitoring policies, procedures strategies, and action plans related to the procurement and utilization of organs for transplantation, medical research, and education.

### JOB DUTIES AND RESPONSIBILITIES

#### Call Day Clinical Activities/Organ Donor Evaluation and Management

- Provides consistent and timely service to hospitals, donor families, and other transplant personnel in all potential donor situations. The coordinator must also possess knowledge of medical and legal principles of organ donor evaluation, authorization, and donor management. This is necessary in order to effectively communicate with physicians and hospital staff involved with a potential organ donor.
- Provides coordination of onsite staff for organ donors and referral activity, including arrangement of transportation when needed
- Provides initial risk management assessment.



- Participates in the development and implementation of appropriate policies and procedures relating to organ donor identification and referral management.
- Responsible for triage of new organ referrals, obtains clinical information to determine medical suitability, provides assessment of hemodynamic stability and initiates communication with attending physician and or hospital staff to maintain stability and potential organ viability. Will provide accurate communication of referral status to Clinical Procurement Coordinator (CPC) and other transplant professionals.
- Understands and complies with organ recovery policies and procedures as well as organizational policies and procedures. Adheres to the standards of practice for quality assurance/improvement procedures established within the organization.
- Participates in post-donor and or post referral review with team members and appropriate management staff.

### **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.

- Compassionate, conscientious, ethical, and must possess strong interpersonal skills which will allow her/him to deal effectively with individuals or group of individuals, particularly a variety of medical professionals as well as donor families.
- Strong written and verbal communication skills; 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.
- Maintain strong organizational skills that will allow him/her to assess changing environments; be able to establish appropriate priorities; handle highly stressful situations in a calm, mature manner, using sufficient judgment and discretion at all times.
- Provide accurate assessments of job performance and recommend changes in policies, procedures, strategies and action plans.
- Qualified to perform donor evaluations and donor management without supervision

### **EDUCATION AND EXPERIENCE**

- Bachelor's degree in registered nursing or biologic sciences or an equivalent degree/diploma/certification in an allied health field, i.e., EMT/P or Respiratory Therapist.
- CA registered nurse license or certification as a Physician Assistant, or allied health field. CTDN requires the RTC to maintain a valid CA driver's license and current vehicle insurance based on CA minimum insurance coverage standards.
- Minimum 2 years' experience in critical care units or at least 2 years' experience in transplant and/or organ procurement preferred

### **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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