Title: Hospital Donation Coordinator

Department: Hospital Services
Effective Date: 1/13/2016

FLSA Category: Exempt
Salary Grade: 27

GENERAL JOB FUNCTION
The Hospital Donation Coordinator (HDC) functions in the role of both Donation Process Consultant and Family Resource Coordinator within the assigned hospital. The HDC is responsible for providing support for donation activities within the assigned facility/facilities to maximize opportunities for donation, and to provide consistency and promote trust in the donation process.

The HDC must be dedicated to supporting the mission of Donor Network West to provide the opportunity to improve and extend lives through organ and tissue donation for transplantation. The HDC is responsible for developing, implementing and monitoring policies, procedures, strategies, and action plans related to family support and the donation discussion process as well as strategically planning, implementing, and evaluating internal and external systems to impact hospital and community donation programs.

The HDC 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 facility as well as the immediate response to donor referrals to assess family needs as requested by the hospital, family and or resource/transplant coordinator. The HDC helps the family navigate the next series of steps, makes available the options of organ and tissue donation, and supports them throughout the entire process. The HDC will also collaborate, as necessary, with other departments within Donor Network West and with external tissue banks to perform these functions.

This position requires a highly organized, resourceful person with excellent written and verbal communication skills; a proactive individual who seeks solutions independently, is able to see the overall strategy and the steps to achieving a goal, and comfortable with changing priorities; a personable team player, who represents Donor Network West’s core values, including teamwork, integrity and passion.

JOB DUTIES AND RESPONSIBILITIES(*Denotes essential job function)

1. Performs responsibilities at assigned hospital to meet the needs of potential donors, donor families, hospital personnel, physicians, and the OPO. Provides rapid on-site response to referrals during high-volume periods. Increased referral activity, staffing shortages, etc. will require assuming responsibilities outside the primary facility.

2. Works in the capacity of Family Resource Coordinator, in the assigned facility. Assesses potential donor families, obtains appropriate authorization for donation, conducts Medical/Social History interview, assists and supports donor families as necessary.

3. Works in the capacity of Donation Program Consultant, in the assigned facility. Identifies formal and informal leaders, assesses their respective roles, degree of influence and needs. Works collaboratively with these leaders and utilizes their expertise to improve and promote donation. Assists in policy and procedure development. Functions as an expert resource for the hospital regarding organ and tissue donation as well as all regulatory requirements. Facilitates the donation process.

4. Participates in decision-making programs and committees in the hospital that have an influence on donation, promoting donation and seeking opportunities for further collaboration.

5. Maintains high visibility by conducting rounds to all critical care units and functioning as the designated resource within the hospital for all issues related to donation. Provides donor and referral follow-up to appropriate hospital staff one-on-one or by post-recovery conferences.
6. Develops, provides and evaluates in-house training and in-service educational programs on all aspects of the donation process for hospital staff. Collects and reports donation outcome data to various levels of clinical and administrative hospital staff. Documents hospital activities, updates hospital plans, goals, and critical issues in a timely manner on a regular basis.

7. Performs other duties as assigned.

QUALIFICATIONS

Education:
Required: A degree in nursing, biologic sciences, business health administration, social sciences or an equivalent degree/diploma/certification as a counselor or allied health field.

Experience:
Preferred: 2-3 years within a hospital system. Experience in collaboration, education, and negotiation with governmental regulatory bodies and key regulatory personnel.

Preferred: Social Services, Counseling or a valid California State Registered Nurse license with at least two years of experience in working with the bereaved or crisis intervention.

Certification/License:
Preferred: If licensed maintain current license as a Social Worker/Counselor, Registered Nurse, etc. DONOR NETWORK WEST requires HDC’s to maintain a valid California driver’s license and current vehicle insurance based on California minimum insurance coverage standards.

Other:
Working knowledge of office equipment, including but not limited to personal computer, Microsoft Office, fax machine, photocopier, smartphone, printer, and scanner. Reliable automotive transportation required.

The HDC must be compassionate, conscientious, and ethical, and must possess strong interpersonal skills which will allow her/him to deal effectively with conflict resolution, donor families in crisis, individuals or groups and a variety of medical professionals. This position requires strong conflict management skills as well as written and verbal communication skill; 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. This individual must possess strong strategic skills. The HDC must be able to understand the hospital and community education needs of the organization and effectively formulate a plan of response. This individual must be able to clearly communicate this plan to organizational staff, as well as internal/external stakeholders. This position requires extensive knowledge of public education, hospital and business development. This individual must maintain strong organizational skills that will allow him/her to assess changing environments establish appropriate priorities, handle highly stressful situations in a calm, mature manner, using sufficient judgment and discretion at all times. This individual must also provide accurate assessments of job performance and recommend changes in policies, procedures, strategies and action plans.
Title: Hospital Donation Coordinator  
Department: Hospital Services  
Effective Date: 1/13/2016  
FLSA Category: Exempt  
Salary Grade: 27

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