



JOB DESCRIPTION

Job Title:	Director of Operations	Prepared By:	Human Resources
Reports to:	VP of Operations	Approved By:	VP of HR
FLSA Status:	Exempt	Date:	2018

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 DNWest 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 Operations must be dedicated to supporting the mission of the Donor Network West to save and heal lives through organ and tissue donation. Donor Network West also honors and respects the donor and families we serve with compassionate care. The Director of Operations provides leadership in the operational activities of a 24/7 call center that receives and triages referrals, screens potential donors to determine medical suitability for donation, contacts families to offer the option of donation, allocates organ including local, import, and research organ offers, arranges all logistics involved in the donation process (both pre and post-donation). This individual is responsible for overseeing the planning, development, implementation, and evaluation of excellent family care post-donation and donor records compilation and completion.

This individual accomplishes organization goals by accepting ownership for the actions of Operations and by exploring opportunities to add value to Operations. As a member of the Senior Leadership team, this individual actively fosters an organizational culture that is based on collaboration, support, and constructive feedback. He/she provides input as needed into organizational policy development and other organizational decisions. This position requires a proactive team player who must uphold the core values of the organization which include passion, integrity, and teamwork.

JOB DUTIES AND RESPONSIBILITIES

- Works with Operations Management (Operations Center Manager, Resource Triage Leader, Logistics, Donor Records Manager, and Aftercare Manager) to ensure optimal staffing in Operations at all times.*
- Provides regular oversight and guidance to Operations Management to ensure that donation is maximized, that donor records are completed/released in an efficient manner, and that donor families receive excellent care.*
- Responsible for compliance with regulatory agencies within Operations (AOPO, CMS, FDA, AATB, EBAA, etc.) and oversees the development, implementation, and proper use Operations-related policies, procedures, and related forms.*
- Carries out initiatives to increase efficiency and effectiveness of overall Operations.*
- Participates in the recruitment, hiring, training, supervision, counseling, evaluation, discipline, and termination of staff within Operations.*
- Working with the Vice President of Operations, periodically assesses and improves Operations strategies by conducting needs assessments, staff and systems performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing quality and customer-service standards.*



- Conducts or participates in formal and informal in-services for new and existing staff, as well as educational programs with Donor Network West staff and/or hospital personnel to create awareness and facilitation of the donation process.
- Responsible for proper investigation and CAPA of occurrences relating to the core functions Operations.
- Works with Operations Management to develop and ensure consistent donor family support during donation discussions and messages to all staff.
- Responsible for ensuring that the customer service provided to donation partners is being handled in a manner that ensures the highest level of service possible. Works with the Director of Transplant Center Strategy and Business to coordinate service to the Transplant Centers. Works with Regional Directors to coordinate service with regional partners. Collaborates with the Director of Research program to maximize research opportunities.
- Maintains and improves Operations by monitoring system performance, identifying and resolving problems, preparing and completing action plans, managing system and process improvement initiatives. Prepares performance reports by collecting, analyzing, and summarizing data and trends. Works with Performance Improvement team to implement improvements, as needed.
- Meets Operations financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analyzing variances and initiating corrective actions.
- Maintains professional and technical knowledge by tracking emerging trends in donation operations management, attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, and participating in professional societies.
- Assumes Administrator On-Call (AOC) for Operations. Maintains state of the art knowledge of the organ and tissue donation process, with a key focus on donation process improvement through active membership in professional associations and attendance at workshops and seminars.

Other duties as assigned by the Vice President of Operations.

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.

- Must uphold the core values of the organization
- Flexible team player with excellent interpersonal and customer service skills
- Proactive with a strong work ethic, excellent time management, and able to perform at a high level with limited supervision
- Excellent communications skills required. This includes both written and spoken communications with team members, donation partners, peers, and senior management.
- Excellent written and oral communication skills
- Ability to lead the planning and execution of complex projects involving multiple stakeholders
- Attention to detail and ability to create and maintain regulatory documentation / records



- Must be fiscally-minded with the ability to optimally impact the organization within budgets
- Proficient use of current technologies
- Reliable automotive transportation required

EDUCATION AND EXPERIENCE

- Education: Bachelors Degree in Life Science, Business Development, Healthcare or equivalent education/work experience.
- Professional Experience: Minimum of five years progressive management experience in Operations, Call Center Management and experience in the Organ, Eye and Tissue Donation Industry. Current certification in Procurement (CPTC) or Tissue Banking (CTBS) 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: _____ Date: _____

Employee Name (Print): _____ Date: _____