



JOB DESCRIPTION

Job Title: Donations Coordinator Prepared By: Human Resources
Reports to: Supervisor, Operations Approved By: VP of HR
 Center
FLSA Status: Non-Exempt Date: May 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 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 Coordinator serves as the organ allocation expert and single point of contact for DNW, coordinates all functions of the 24x7x365 donation program including allocating donated organs, receiving referrals and assessing for donation suitability, obtaining appropriate authorization and donor medical/social history, determining donor suitability with all DNW tissue processing partners, and coordinating recovery arrangements. As the principle source of information during the allocation and procurement process, they manage and direct communication between multiple teams of medical professionals, outside OPOs, the UNOS Organ Center. The Donation Coordinator works collaboratively with a range of high level external professionals including transplant physicians, infectious disease specialists, Medical Directors, clinical laboratory scientists, transplant nurses/PAs, and outside OPO management/administrators. The role interacts and communicates with the Operations Center management team, Administrator On-Call (AOC), recovery staff, organ clinical staff, donor family members, coroners, funeral homes, hospital staff, and other key individuals and groups in a manner that reflects positively on the organization.

JOB DUTIES AND RESPONSIBILITIES

Referrals and Donor Screening:

- Accepts inbound referral calls and emails from hospitals, hospices, medical examiner/coroner's offices, and families and assesses suitability for organ and tissue donation
- Captures all information accurately and completely into donor management software
- Provides in-depth medical screening of potential tissue donors by effectively communicating with referral source personnel to determine suitability for tissue recovery based on FDA, AATB, DNW, and tissue processor guidelines



- Discusses screening information with AOC, as appropriate

Donation Discussion:

- Provides families with information regarding donation and offers appropriate options with a goal of obtaining authorization for donation
- Conducts donation discussion with legally appropriate individual and documents authorization per DNW policy
- Conducts and documents appropriate medical/social history interview with appropriate person(s) to ensure a safe and reliable supply of tissue
- Deals with death and grieving families in a caring and professional manner

Case Coordination and Logistics:

- Coordinates all aspects required for donation to occur, including coordinating the recovery process with other participating agencies such as hospital, medical examiner/coroner, transportation vendors, and funeral directors
- Coordinate recovery location and/or transportation of donors for recovery
- Offers tissue to tissue processing partners and accept tissue for recovery on behalf of select partners
- Activates/assigns recovery staff for cases and other activities with training goals in mind
- Ensures logistics activity board is kept up to date
- Maintains a high sense of urgency to ensure optimal timeframes for transplant
- Coordinates with appropriate DNW staff to maximize resources and reduce inefficiencies
- Completes a huddle with recovery team
- Negotiates donor procurement logistics to ensure organ utilization, adherence to ischemic timing restrictions, donor and recipient safety, and strategic use of organization resources

Organ Allocation:

- Manages the allocation process and ensures all aspects are performed to optimal levels in adherence with regulatory policies and organizational procedures
- Identifies case-specific barriers to organ utilization, develops strategy to minimize risk of organ loss and maximizes opportunities for transplantation
- Oversees chain of custody over transported blood samples, tissue specimens, and recovered organs for transplant or research



- Effectively communicates relevant donor information to members of the recipient medical care team to minimize organ cold ischemia time and allow for improved care of the transplant recipient
- Manages import organ referrals for designated transplant hospitals, analyzes clinical data to accept/decline organ offers, and serves as an allocation consultant to these facilities when communicating with outside OPOs
- Oversees all outstanding infectious disease testing, subsequent to the donation event, to ensure effective care of the transplant recipient. Works to ensure patient safety by serving as DNW's point of contact for potential disease transmission reporting.
- Participates in the development of research organ prioritization algorithms and manages the allocation and recovery of research organs and tissues
- Perform other duties as assigned.

Donation Coordinator Shift Lead Responsibilities:

- Facilitates the efficient operation of the assigned shift and ensures that all calls are made in a timely manner
- Acts as the point of contact for DCs on assigned shift for guidance, questions and/or concerns. Escalates issues to the Operations Center Supervisor or AOC, as appropriate
- Assigns cases to DCs fairly in order to facilitate donation efficiently; takes individual DC authorization rates into account when assigning cases
- Prioritizes staff calls based on urgency of call in an equitable manner in assuring a high level of customer service and internal timelines
- Responds to all incoming department e-mail correspondence in a timely manner

Donation Coordinator Designated Trainer Responsibilities:

- Works with Donation Educators and Operations Center Management to develop and update training plans and materials for DCs
- In conjunction with Operations Center team, trains colleagues to all job functions of DC role as outlined in job description and training plan
- Works with Operations Center management team to execute follow-up training for DCs, when warranted
- Helps DCs improve upon or enhance existing skills needed for the position
- Documents training of DCs in an accurate and timely manner
- Evaluates effectiveness of training with Operations Center management and Donation Educators



- Assists the Quality Systems Department by facilitating the quality review process of medical-social history questionnaires and authorizations performed by DCs.
- Performs 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 advanced knowledge related to donor evaluation and management, authorization, organ allocation for transplant and research/education.
- An advanced understanding of national regulations and procedures surrounding organ allocation and an advanced clinical and anatomical knowledge
- Works autonomously alongside transplant surgeons and medical professionals.
- 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.
- Must possess strong interpersonal, priority-setting and strategic skills. Strong attention to detail, written and verbal communication skills. Thrives in a fast-paced dynamic environment and adjusts to new priorities as required.

EDUCATION AND EXPERIENCE

- Bachelor's degree in biologic sciences or an equivalent degree/diploma/certification in an allied health field. Minimum of 3 years of experience may substitute for educational requirement.
- Certified Transplant Preservationist (CTP), Certified Procurement Transplant Coordinator (CPTC), or Certified Tissue Banking Specialist (CTBS) certification in addition to required education 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:
