



## **JOB DESCRIPTION**

Job Title: Family Resource Coordinator      Prepared By: Human Resources  
Reports to: Director, Donation Services      Approved By: VP of HR  
FLSA Status: Non-Exempt      Date: May 2018

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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 Family Resource Coordinator works with donor hospital personnel, physicians, and the Donor Network West team to facilitate a donation discussion and the organ and tissue authorization process. The primary responsibility is the immediate response to donor referrals to assess family needs as requested by the hospital, family and or resource/transplant coordinator. He/She must utilize consistent communication and empathy for both the donor family and potential transplant recipients. The individual 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 grief/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.

### **JOB DUTIES AND RESPONSIBILITIES**

- Facilitates the donation discussion and authorization process for potential organ and tissue donor families prior to, during and after death declaration. Provides families with the detailed information required to give legal informed authorization for anatomical donation.
- Responds on site independently and/or in conjunction with assigned staff to all appropriate hospital referrals within designated time outlined per policy and procedure. Access donor registries to determine prior authorization for donation.
- Communicates with the attending physician and other members of the healthcare team to establish rapport and ensure a collaborative planned approach for the donation



discussion and authorization process. Will communicate directly with donor families, hospital personnel, physicians and DNW staff.

- Visually assesses donors, interpret charts, document information and communicate findings.
- Collaborates with hospital and medical staff to provide potential donor families with accurate and timely information regarding the patient's current clinical course. Maintains communication with hospital staff and attending physician regarding the potential donor family's understanding of the prognosis and acts as a family advocate to the health care team as necessary.
- Provides education and relevant materials to hospital staff on the authorization and family process as well as the benefits of organ and tissue donation and services provided by Donor Network West to grieving families.
- Provides excellent customer service to internal and external partners.
- Assists with the bereavement support and provide care to both donor and non-donor families as applicable.
- Responsibilities may be affected by increased donor activity. 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 knowledge of medical and legal principles of authorization, donor evaluation, and management.
- Has ability to communicate and present information effectively and concisely within a team environment. Has ability to work productively both independently, and as a team participant with accountability to all other team members
- Proactive team player who must uphold the core values of the organization which include passion, integrity, and team work.
- Has strong conflict management skills as well as excellent written and verbal communication skills
- Multi-lingual skills are beneficial. The most common languages spoken are Spanish, Mandarin, Cantonese, and Vietnamese.



- 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.
- Able 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 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.
- Thrives in a fast-paced dynamic environment and adjusts to new priorities as required.

**EDUCATION AND EXPERIENCE**

- A degree in biologic sciences or social sciences or an equivalent degree/diploma/certification as a Counselor or allied health field.
- At least two years' of experience in working with families, counseling, bereavement and/or crisis intervention 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: \_\_\_\_\_