



JOB DESCRIPTION

Job Title:	Supervisor, Operations Center	Prepared By:	Human Resources
Reports to:	Manager, Operation Center	Approved By:	VP of HR
FLSA Status:	Exempt	Date:	Mat 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 Supervisor of Operations Center is integral to providing leadership and continuity of service to all donor families and hospital partners in a 24x7x365 operations center that receives referrals; screens potential organ and tissue donors with referral facilities; approaches families to offer the option of donation, and coordinates all logistics involved in the donation process. The Supervisor of Operations Center is responsible for planning, developing, implementing, and evaluating the operations team in areas of organ and tissue allocation and utilization, authorization, customer service, clinical and physiological intellect. He/she is responsible for assisting and providing personnel management, including but not limited to: recruitment, succession planning, performance reviews, time and attendance reporting, training and call schedule support. He/she provides input into policy development, process improvement, and other organizational decisions.

JOB DUTIES AND RESPONSIBILITIES

Daily Recovery Services Oversight

- Provides daily oversight of organ and tissue activities in order to ensure referrals, authorization, allocation, recovery coordination, and graft utilization meet regulatory requirements, maintain consistent high organizational standards, as well as provide excellent service to donor hospital staff, donor families, transplant centers, and transplant recipients.
- Works to ensure optimal staffing at all times by serving as an active supervisor, which includes routine frontline shifts and backup support during increased activity levels.
- Acts as a resource to Operations Center staff by providing ad hoc assistance on daily

organ and tissue activity to ensure donation is maximized and frontline workloads are manageable. Required supervision coverage includes days, nights, weekends, and holidays.

- Provides support, assistance, and resources to DNW management team and Medical Directors.
- Encourages and supports research projects that are undertaken by DNW.
- Supports the work of the Administrator-on-Call (AOC) & Clinical Operations Manager (COM) by providing consistent first-line advice and counsel for issues related to organ and tissue operations and recovery.

Process Improvement

- Participates in the development, implementation and updating of DNW policies and procedures as they relate to both organ and tissue operations
- Tracks and trends performance improvement metrics within the department, and, in conjunction with the Operations Manager, implements strategies to improve overall efficiency and performance.
- Implements and monitors initiatives to increase overall productivity and output of the Operations Center.
- Ensures that operational documentation such as referrals, screenings, authorizations, case coordination, and medical social history questionnaires are documented in accordance with DNW and partner SOP's and industry standards/expectations.
- Participates in the development of the strategic plan and effectively implements strategies within the Operations Center
- Activates the occurrence reporting system, investigates and performs root cause analyses, as necessary.
- Implements strategies to increase communication, develop trust and intra-departmental collaboration; works to integrate frontline talent.
- In conjunction with:
 - Medical Director, AOC, COM, and Regional Teams, participates in donor suitability discussions and assesses cases for challenges and anticipated outcomes.
 - Educators, participates in and evaluates the effectiveness of professional education activities related to improving the authorization process, performance improvement, process improvement and implements strategies to increase graft utilization and customer satisfaction.
 - Operations and Recovery Leadership, reviews organ and tissue suitability, allocation and recovery activity to identify successful areas and develops action

plans to address opportunities for improvement.

- Process Improvement Department, identifies actual and potential obstacles: collects and analyzes data, establishes facts and draws valid conclusions. Works to implement needed changes and monitors for effectiveness.

Talent Development and Succession Planning

- Creates and maintains a safe and confidential environment for direct reports.
- Focuses on coaching staff and works to implement field assessments and annual competencies, to improve direct reports' performance, provide continual feedback, and frontline support.
- Consistently reviews and evaluates the effectiveness of the department training program, and works with Education Department to develop and implement any necessary changes.
- Maintains a primary focus on recruitment, retention, and training of Operations Center staff; participates in hiring and interview processes. Collaborates with preceptors and new staff during orientation to ensure training needs of individual staff are met.
- Maintains a focus on department-level succession planning. Implements strategies to maintain high level performance within team at all times.
- Monitors and assesses for preceptor effectiveness. Models effective training for frontline preceptors by routinely working in a preceptor/trainer capacity.
- Ability to counsel, evaluate, discipline, and recommend termination of personnel, if necessary.
- Helps staff to identify and attain professional goals and objectives while focusing on retention and individual needs of frontline talent. Contributes to appropriate documentation of frontline talent development.
- Participates in the facilitation of interdepartmental collaborative and cross-training/shadowing efforts.

External Facing Responsibilities

- Possesses strong decision-making capabilities and excellent communication skills, with an ability to effectively engage with transplant surgeons, medical center personnel, donor family members, and Medical Advisory Board members on a regular basis.
- In conjunction with the Medical Director and Vice President of Quality Systems, assists the Operations Center Manager in the oversight of Potential Disease Transmission reporting to UNOS, transplant centers, and tissue banks. Ensures additional testing is performed and reported and is responsible for adherence to regulatory requirements.
- May function as liaison to outside contractors and vendors, at times taking a lead role in projects that DNW enters into.



- Prepares and implements educational programs with Regional Teams to create awareness and facilitation of the donation process, as needed.
- Assumes responsibility for presenting in-services, debriefings, and other educational forums to outside agencies as needed.

Professional/Personal Competency

- Maintains professional competence to provide leadership and consultative services to direct reports, transplant centers, hospital partners, tissue processors, and donor families.
- Maintains current knowledge of national and local regulations and best practices in organ and tissue operations, including but not limited to authorization, recovery, allocation, and preservation policies.
- Works to develop and maintain active membership in professional associations, participation at workshops, and seminars.
- Possess the ability to speak on a national platform as expert in organ and tissue operations.
- 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.

- Highly organized and resourceful, with excellent written, verbal and presentation communications skills
- Demonstrates tact, maturity, and professionalism in all points of contact. Builds and maintains positive relations within the Operations Department, throughout DNW, and outside of DNW. Represents DNW effectively in client situations and to the general public.
- Possess a high degree of organization, ingenuity, ability to solve problems independently,
- Works autonomously and takes decisive action in urgent situations to minimize adverse events that may negatively impact authorization, the supply of organ and tissue, and the safety of recipients.
- Proven effective supervisory skills, managing team performance, exhibits motivational and leadership skills to engage staff to meet organizational goals.
- Ability to adapt in order to rapidly problem-solve in the face of unforeseen challenges.



- Makes efficient and effective use of own time. Sets and meets realistic deadlines. Attends and participates in departmental and organizational meetings.
- Adheres to the principles of “customer service” in all aspects of the job. Supports fellow employees and others to further the achievement of DNW’s mission.

EDUCATION AND EXPERIENCE

- Required Education: Degree in Biologic Sciences or equivalent degree/certification/diploma in an allied health field. Prior work experience within the donation industry may substitute for educational requirement.
- Two to four years of experience working in organ or tissue procurement or transplantation with significant knowledge of all aspects of organ, eye and/or tissue banking. Education may partially substitute for experience requirement.
- CTBS certification and/or CEBT certification; CPTC and/or CTP certification preferred
- Prior supervisor experience and a proven ability to demonstrate a high level of effectiveness in goals achievement through skillful staff management strongly 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: _____