



Title: Tissue Donation Coordinator		
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POSITION TITLE: Tissue Donation Coordinator

FLSA CATEGORY: Non-Exempt

DEPARTMENT: Tissue Recovery Services

OSHA CATEGORY: III

JOB CODE: 3

MISSION STATEMENT:

The California Transplant Donor Network’s mission is to save and improve lives through organ and tissue donation for transplantation.

We concentrate our efforts on the recovery of vital organs such as lungs, heart, liver, kidneys, heart-lung and pancreas from deceased donors and placement of these organs with the over 100,000 people who are currently waiting for a life-saving organ transplant in our country. The Transplant Network also recovers corneas and a variety of tissues. The Transplant Network also offers on-going support and resources for both organ and tissue donor families.

VISION:

Our vision is to provide premier-level service to the community acting as the primary resource for organ and tissue donation in our area. We will provide excellent and compassionate support and service to the public and the health care professionals who serve them in the hope that each person who is eligible will be able to be a donor.

CORE VALUES:

We will strive to attain our vision by incorporating our core values of passion, integrity, and teamwork.

JOB SUMMARY:

The Tissue Donation Coordinator must be dedicated to supporting the mission of the California Transplant Donor Network to provide the opportunity to improve and extend lives through organ and tissue donation for transplantation. This individual coordinates all functions of the Tissue Services recovery program including obtaining appropriate consent and donor medical/social history, determining donor suitability with all CTDN tissue processing partners and coordinating recovery arrangements. This position also requires a proactive team player who must uphold the core values of the organization which include integrity, respect, honor of diversity, personal accountability, creative initiative, team work and excellence.

This position is responsible for interacting and communicating with the Tissue Administrator On-Call, tissue 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. Performs all duties and responsibilities in compliance with CTDN’s standard operating procedures, regulations outlined in the Code of Federal Regulations and other applicable Federal, state and local laws.

ESSENTIAL JOB FUNCTIONS:

1. Accepts referral calls from hospitals, MEO’s, coroners and funeral homes
2. Provides in-depth medical screening of potential tissue donors by effectively communicating with referral source personnel to determine suitability for tissue recovery.
3. Works empathetically and professionally with families in crises and deals with death and grieving families in a caring and professional manner.
4. Provides families with information surrounding donation and offers appropriate options.



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5. Conducts donation discussion with legal next of kin and documents authorization per CTDN policy.
6. Conducts and documents appropriate medical/social history with next of kin and/or other appropriate persons to ensure a safe and reliable supply of tissue.
7. Coordinates all aspects required for donation to occur, including coordinating the recovery process with other participating agencies such as hospital, ME/Coroner, transportation vendors and funeral directors.
8. Notifies recovery team and assists in preparation of arrangements, as necessary.
9. Serves as a representative of CTDN. Displays respect for the donor and donor family at all times and maintains donor confidentiality.
10. Organized and completes charts/medical records in a timely manner.
11. Data entry of referral, donor and recovery information into clinical database.
12. Attends departmental meetings and completes required training and readings to ensure compliance and to remain current on tissue banking practices and issues. Maintains and advances technical skills through professional education and training thereby increasing the effectiveness of the department.
13. Performs tissue donor referral evaluation following established standard operating procedures and all applicable standards and application.
14. May be required to perform other duties as assigned.

The CTDN has the right to revise this job description at any time. The job description is not a contract for employment, and the employee or the CTDN may terminate employment at any time, for any reason.

REPORTING TO:

Manager of Tissue Operations Center

DIRECT REPORTS:

N/A

KNOWLEDGE, SKILLS AND ABILITIES:

Proficient use of office equipment, including but not limited to personal computer, fax machine, calculator, photocopier, scanner and telephone.

This individual must possess intermediate to advanced computer skills in Word, Excel, Power Point, Outlook and electronic mail functions.

Travel: This Tissue Donation Coordinator may be required to travel by personal auto or rental car in order to meet the duties and responsibilities of the position. Company reimbursement for personal auto use while on the job is consistent with IRS guidelines.

EDUCATION AND/OR EXPERIENCE:

Education:

Required: 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.

Experience:

Required: Minimum 2 year related work experience in Organ / Tissue industry or healthcare industry work experience relating to family and/or patient care. Education may substitute for work experience.



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RESPONSIBILITY FOR INTERPERSONAL AND CUSTOMER RELATIONS:

Adheres to the principles of “customer service” in all aspects of the job. Supports fellow employees and others to further the achievement of CTDN’s mission. Builds and maintains positive relations with donation partners of CTDN. Represents CTDN effectively during family discussions and to the general public.

CONTRIBUTION TOWARD WORK DIRECTION AND/OR TEAM PARTICIPATION:

Makes efficient and effective use of own time. Punctual and reliable, sets and meets realistic deadlines. This position works either 8, 10, or 12 hours shifts on a rotating schedule of days, nights, and weekends. Attends and participates in departmental and organizational meetings.

PARTICIPATION IN CONTINUOUS QUALITY IMPROVEMENT:

Supports the vision and mission of CTDN. Is committed to proactively focusing on and reviewing data that is collected as it relates to his/her job responsibilities.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to sit for extended periods of time. The employee may also be required to move up to 25 lbs. and/or perform repetitive duties from time to time.

ENVIRONMENTAL INFLUENCES:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Reviewed by HR: _____ Date: _____

Supervisor: _____ Date: _____

Employee: _____ Date: _____

Note: Your signature serves as confirmation that you have read and understand this document. It is not a contract between CTDN and the employee. CTDN reserves the right to revise the job description.



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ADA WORKSHEET – Tissue Donation Coordinator

Indicate the required demands and the equipment and/or machinery used in the performance of the job by listing the code, which corresponds to the frequency of usage. Note: Mental demands are not only learned mental skills, but also conditions that call for mental discipline.

Code	Frequency
5 =	Constantly (many times throughout each day)
4 =	Daily (daily, but only once or twice per day)
3 =	Frequently (several times per week)
2 =	Occasionally (no more than once or twice per week)
1 =	Rarely (less than once per week)

Mental Demands					
5	Reading Documents or Instructions	5	Language	5	Training
5	Detailed Work	1	Presentations	5	Multiple Concurrent Tasks
5	Problem Solving	5	Verbal Communications	5	Constant Interruptions
5	Customer Contact	5	Written Communications		Other:
5	Reasoning	5	Analytical Reasoning		Other:
5	Math	5	Changing Priorities		Other:

Physical Demands					
5	Writing	4	Standing	1	Pushing
5	Walking	1	Driving	4	Reaching
5	Speaking	3	Carrying	3	Squatting
5	Hearing	5	Sitting	3	Kneeling
5	Sight	1	Crawling	5	Twisting
1	Lifting up to 20 lbs.	1	Pulling	5	Key or Type Text
1	Climbing	1	Mobility		Other:

Equipment Used to Perform Tasks					
5	Computer Terminal	5	Fax Machine		Other:
0	Typewriter	0	Forklift		Other:
5	Computer Printer	0	Hand & Power Tools		Other:
0	10-Key	0	Camera		
1	Audio Visual Equipment				
5	Telephone				
5	Copier				



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New Employee Training Schedule			
Employee Name:			
Employee #:	Job Title:	Manager:	
Training Tasks:	Task ID	Type	Date Scheduled
Human Resources	NEO001	Individual	
Information Technology	NEO002	Individual	
Learning and Development	NEO003	Individual	
Finance- Expense Reports	NEO004	Individual	
Finance- Corporate Credit Cards	NEO005	Individual	
On-Line Training Courses	NEO100-NEO107	Online	
Self-Study, Read and Acknowledge - Individual Training Plan	Individual Training Plan	R/A	
Job Specific Training Tasks:			
Skills Assessment Checklist	NEO200	Individual	
General Orientation	NEO201-NEO208	Classroom	
Brain Death	NEO 300	Classroom	
Donation Services Orientation	NEO301-NEO305	Classroom	
Clinical Orientation I	NEO400	Classroom	
Clinical Orientation II	NEO401	Classroom	
Clinical Orientation III	NEO402	Classroom	
Family Care Orientation I	NEO500	Classroom	
Family Care Orientation II	NEO501	Classroom	
Crisis Skills Workshop	NEO600	Classroom	
Manager/Supervisor Training	NEO700	Classroom	
Milestone Tasks:			
40 Day Check-in	NEO900	Individual	
60 Day Evaluation	NEO901	Individual	
120 Day Evaluation	NEO902	Individual	
Post Orientation Training Tasks:			
Annual Skills Assessment		Individual	
Annual Policy Review		R/A	
Ad Hoc - Workshops, meetings, continuing education		TBD	Ongoing