

## UW HEALTH JOB DESCRIPTION

### Senior Donation Support Specialist

|                                     |                     |                             |                      |
|-------------------------------------|---------------------|-----------------------------|----------------------|
| Job Code: 850023                    | FLSA Status: Exempt | Mgt. Approval: K. Kritsch   | Date: September 2019 |
| Department: Organ Acquisition - OPO |                     | HR Approval: T. Schuhmacher | Date: September 2019 |

#### JOB SUMMARY

Under the general direction of the Manager, Clinical and Donor Family Services, the Senior Donation Support Specialist (DSS) is responsible for leading expertise in the organ donation consent process and donor family after care service for UW Organ and Tissue Donation (UW OTD) within the federally designated donation service area (DSA). Essential role responsibilities include effectively and legally approaching donor families and obtaining and maintaining consent to optimize the number of organ donors across the state, which directly impacts the national number of deceased donors and recipients receiving life saving transplants. The Senior DSS participates in and facilitates the coordination of the Donor Family Services (DFS) program.

The individual works collaboratively with the UW OTD Leadership Team to provide standardized workflows, practice expertise, implement current evidence-based practices, provide education to internal and external stakeholders, provide guidance to administrative support in DFS processes, and participate in maintaining quality assurance and regulatory readiness. The Senior DSS is responsible for maximizing effective consent opportunities and coordinating team accountability within DFS. The individual must have pre-existing knowledge, skills, expertise, and experience in the field of loss and trauma as well as demonstrated effective skills in influencing and leading teams. They must have previous experience in working with families making end of life and health care decisions.

This individual will work with stakeholders to improve consent outcomes and identify and remove barriers related to donation opportunities and donor family aftercare. This individual will participate and coordinate presentations for both internal and external partners and may attend and present at local and national conferences. A high degree of organizational and problem-solving skills, time management, work efficiency and strategic prioritization is necessary in this position.

#### MAJOR RESPONSIBILITIES

- Maintain competency in the Donation Support Specialist (DSS) role and provide both process leadership and contribute to on-call DSS shifts
- Actively participate in the DFS program and assign the donor family after care services (i.e. 7d calls, 6mo follow-up calls, 1-year memorial cards, governor certificates)
- Lead the Gift of Life Ceremony planning team and DFS correspondence program; assign responsibilities to team as necessary.
- Be a process expert on obtaining and maintaining consent for organ donation and the donor family after care program.
- Support the development of and create team resources and lead team change (e.g., implement practice changes related to DSA hospitals, work with hospital development in the education and implement of such change)
- Consistently sustain regulatory and accreditation standards (UNOS, CMS and AOPO)
- Support and demonstrate best practices in documentation in the donor chart.
- Utilize data metrics to guide best practices and strategic planning.
- Ensure DSS and DFS operational needs are met, including coverage of shifts for planned or unplanned absences
- Serve in multi-disciplinary work groups that advance the UW OTD mission (e.g. donor intervention research, iTransplant superuser)
- Participate and coordinate outreach education and opportunities, partnering with the Community Outreach and Hospital Development teams as appropriate.
- Other duties as assigned (e.g., participate with the Award of Hope, Doug Miller Symposium, grant writing)
- Facilitate and support the and precepting and orientation of students and new employees.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

#### JOB REQUIREMENTS

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|---|-----------|---|
| Education                                 | Minimum   | Bachelor's degree in Counseling, Social Work, Psychology or other relevant field. Relevant experience may be considered in lieu of education.   |
|   | Preferred | Master's degree preferred   |
| Work Experience                           | Minimum   | Two (2) years of experience in counseling, social work, hospice, palliative care, transplant or within an organ procurement organization.   |
|   | Preferred | At least (1) year of OPO experience.  |
| Licenses & Certifications                 | Minimum   | Valid State of WI driver's license  |
|   | Preferred |   |
| Required Skills, Knowledge, and Abilities |           | <ul style="list-style-type: none"> <li>• Influence and leadership of small groups</li> <li>• Knowledge and application of processes to support donor intervention research, grant writing, educational outreach, and other activities.</li> <li>• Communication skills must include deescalating intense situations, demonstrating compassion, explaining highly technical processes simply, and active listening</li> <li>• Ability to communicate effectively with a broad array of families at different emotional stages, ethnicities, socioeconomic statuses, and educational backgrounds</li> <li>• Ability to engage in productive dialogue with various hospital staff, including nurses, physicians, and senior executive staff</li> <li>• Ability to effectively cope in high stress situations</li> <li>• Ability to be responsible, autonomous, flexible, sensitive and compassionate</li> <li>• Ability to learn and understand medical terminology</li> <li>• Ability to be awake and of service for 24 hours at a time</li> <li>• Ability to depart to referring hospital within 30 minutes of request to deploy</li> <li>• Ability to maintain valid driver's license and capable of driving to any referring hospital</li> </ul> |

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

|                          |                             |                                     |                              |
|--------------------------|-----------------------------|-------------------------------------|------------------------------|
| <input type="checkbox"/> | Infants (Birth – 11 months) | <input checked="" type="checkbox"/> | Adolescent (13 – 19 years)   |
| <input type="checkbox"/> | Toddlers (1 – 3 years)      | <input checked="" type="checkbox"/> | Young Adult (20 – 40 years)  |
| <input type="checkbox"/> | Preschool (4 – 5 years)     | <input checked="" type="checkbox"/> | Middle Adult (41 – 65 years) |
| <input type="checkbox"/> | School Age (6 – 12 years)   | <input checked="" type="checkbox"/> | Older Adult (Over 65 years)  |

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

| Physical Demand Level               |  | Occasional<br>Up to 33% of the time | Frequent<br>34%-66% of the time  | Constant<br>67%-100% of the time                               |
|-------------------------------------|--|-------------------------------------|--|--|
| <input type="checkbox"/>            | <b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met. | Up to 10#                           | Negligible   | Negligible   |
| <input checked="" type="checkbox"/> | <b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.  | Up to 20#                           | Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls | Negligible or constant push/pull of items of negligible weight |
| <input type="checkbox"/>            | <b>Medium:</b> Ability to lift up to 50 pounds maximum with  | 20-50#                              | 10-25#   | Negligible-10#   |

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|   |  |                  |                 |                 |
|---|--|------------------|-----------------|-----------------|
|   | frequent lifting/and or carrying objects weighing up to 25 pounds.   |                  |                 |                 |
|   | <b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds. | <b>50-100#</b>   | <b>25-50#</b>   | <b>10-20#</b>   |
|   | <b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.      | <b>Over 100#</b> | <b>Over 50#</b> | <b>Over 20#</b> |
| <b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above: |  |                  |                 |                 |

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.