

## **Donor Alliance, Inc.**

**[www.donoralliance.org](http://www.donoralliance.org)**

Donor Alliance is a recognized leader in facilitating the donation and recovery of transplantable organs and tissues. Our primary objectives are to save and enhance the lives of others through effective family approach and recovery programs in hospitals, and to increase the awareness of the need for organ and tissue donation throughout Colorado and Wyoming. Donor Alliance is currently seeking candidates for the following position:

### **FAMILY SUPPORT COORDINATOR – Denver, Colorado**

The FSC position is the front line staff member responding to potential organ donor referrals from hospitals. Referral information is assessed via rapid phone response, and is often followed with on-site response to the hospital for clinical and social evaluation of referral scenarios. The FSC interfaces with hospital staff to assess and influence case progression. The FSC supports and educates the potential donor's legal next-of-kin (NOK) regarding donation options. This position conducts discussion of authorization by donor designation (i.e., first person consent via the donor registry, when applicable) or requests authorization for donation from legal NOK. This position assists with Hospital Development strategies and activities to improve the donation process.

### **QUALIFICATIONS:**

Bachelors degree in appropriate area or equivalent combination of appropriate education and work experience required. Background in social work preferred. Background in family/bereavement counseling, psychology, or chaplaincy in a healthcare setting strongly preferred. Ability to interface effectively and diplomatically with all levels of personnel in various healthcare settings (interoffice personnel, donor hospitals, transplant centers, donor families, and the public) required. Excellent verbal and written communication skills with public speaking experience desired. Ability to communicate in Spanish (read, write, speak) preferred. Ability to meet the requirements of a variable and demanding call schedule required. Demonstrated accuracy, organizational skills, integrity, professionalism, attention to detail, and follow-through. Valid driver's license required.

### **RESPONSIBILITIES:**

1. On-call shifts as assigned (minimum assignment 12 days/month; usually 24 hour shifts).
2. On-call responsibilities to include but not limited to:
  - a. Immediate phone response to referral notification
  - b. Rapid on-site identification and clinical/social evaluation of potential donors
  - c. Discussion of authorization by donor designation (when applicable) or request for authorization for donation from legal next of kin.
  - d. Complete, accurate, and timely documentation of donor related activities in computerized confidential donor record, forms, and case folders according to established policies and procedures
  - e. Notification of and interaction with administrator on-call as appropriate and according to established policies and procedures
  - f. Responds to entire Donor Alliance service area as needed to perform job functions via personal automobile or chartered aircraft, as needed.
3. Attends and participates in conference calls and organizational meetings as directed.
4. Office hours for family support purposes as needed to complete chart documentation, case letters, projects and assignments.

We offer a competitive compensation and excellent benefits package.

please send your resume to: Email: [resumes@donoralliance.org](mailto:resumes@donoralliance.org)