

UW HEALTH JOB DESCRIPTION

Organ & Tissue Donation Support Specialist

Job Code: 850006	FLSA Status: Exempt	Mgt. Approval: K. Kritsch	Date: May 2022
Department: Organ Donation		HR Approval: A Phelps Revolinski	Date: May 2022

JOB SUMMARY

Under the general direction of the Clinical and Donor Family Services Manager, the Donation Support Specialist (DSS) supports referring hospital staff and potential donor families around the consent conversation and provides quality donor family services. Throughout the UW Organ and Tissue Donation (UW OTD) service area, the DSS responsibility is coordinating and preparing, in collaboration with all appropriate members of the care team (both hospital and UW OTD), an optimal plan for an effective consent conversation and contributing to the Donor Family Services (DFS) programs. The DSS will act as either the primary Designated Requestor (DR) or in partnership with a hospital DR, to facilitate the consent conversation with a patient's family, presenting them with the donation opportunity, supporting them emotionally and answering donation process questions. All pre-planning and real-time consent conversations are conducted in a respectful and sensitive manner, reflecting consideration for appropriate timing, sensitivity to cultural and religious backgrounds and interpersonal dynamics to ensure the needs of the family are met while advocating for potential recipients in need of life-saving or life-enhancing transplants. The DSS provides expertise in long term grief support and actively contributes to the DFS program. The DSS embraces a practice philosophy that supports maximizing authorization opportunities to provide organs and tissues for transplantation and continual compassionate care for donor families. The DSS partners closely with the UW OTD Organ Procurement Coordinator (OPC), UW OTD Administrator On-Call (AOC) and referring hospital care team to identify and remove barriers related to donation opportunities.

Additionally, the DSS are expected to support and be accountable to maintaining ongoing donor family care through the DFS program. This includes providing assistance and support to improve social and psychological functioning of grieving families.

The DSS are expected to participate in and/or lead: program development related to consent and end-of-life issues and services, training and education, after action reviews (AAR), UW OTD all-staff and team meetings, hospital development activities, quality improvement projects, the Doug Miller Symposium, data analysis and evaluation, and other activities deemed a priority by UW OTD leadership.

MAJOR RESPONSIBILITIES

1. Collaborates (either via text, call, or in person) with the Organ Procurement Coordinator (OPC) and Administrator On-Call (AOC) to respond to donation referrals and family support needs.
2. Participates in shift hand-off communication with OPC and DSS team.
3. Maintains necessary access to hospital medical record systems and conducts usage appropriately.
4. Reviews medical records as appropriate to adequately anticipate any deployment activity.
5. In collaboration with referring hospital and UW OTD care team, evaluates family dynamics, assesses family understanding of patient's clinical status, and makes a plan for family interactions.
6. Works with the referring hospital and UW OTD care team to ensure that the consent conversation occurs at an appropriate time in terms of family readiness while preserving the opportunity for transplantable organs.
7. Leads or assists in the completion of any donation consent conversation and subsequent forms.
8. In collaboration with the health care team, keeps family informed (as appropriate or requested) regarding the donation and allocation process. Provides on-site emotional support for families as appropriate; as needed, assists with identifying other support systems in collaboration with the referring hospital and UW OTD care team.
9. Maintains continuous communication with health care team throughout time onsite.
10. Transitions family and referring hospital care team to OPC as primary point of contact at appropriate time, ensuring all are aware of the plan and their resources moving forward.
11. Readily builds and maintains professional relationships with referring hospital staff and the national network of Organ Procurement Organizations.
12. Participates in DFS after care programs and correspondence programs to support the continuum of care provided to families.
13. Stays current with authorization and end-of-life best practices and issues through participation in continuing education; applies best practices real-time.
14. Participates in UW OTD and/or referring hospital performance improvement activities.

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15. Provides referring hospital and UW OTD staff training and orientation related to consent conversations and end-of-life services (i.e. Designated Requestor Trainings and Consent Workshops)
16. Serves in an advisory capacity to UW OTD leadership for strategic planning and decisions.
17. Actively promotes donation and works to sign up residents on the registry to legalize donation decisions.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree with focus on communication, human behavior, and social experience, such as, Counseling, Social Work, Social Science, Chaplaincy, Psychology, Education or other relevant fields. Relevant experience may be considered in lieu of education.
	Preferred	Master's degree preferred
Work Experience	Minimum	Two (2) years of experience in family support experience such as counseling, social work, hospice, palliative care, or education.
	Preferred	Experience with organ donation, transplantation or work within a health-care related field (organ procurement organization, transplant, critical care, hospice). Experience with grief support.
Licenses & Certifications	Minimum	Valid State of WI driver's license
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Communication skills must include deescalating intense situations, demonstrating compassion, explaining highly technical processes simply, and active listening • Ability to communicate effectively with a broad array of families at different emotional stages, ethnicities, socioeconomic statuses, and educational backgrounds • Ability to engage in productive dialogue with various hospital staff, including nurses, physicians, and senior executive staff • Ability to effectively cope in high stress situations • Ability to be responsible, autonomous, flexible, sensitive and compassionate • Ability to learn and understand medical terminology • Ability to be awake and of service for 24 hours at a time • Ability to depart to referring hospital within 30 minutes of request to deploy • Ability to maintain valid driver's license and capable of driving to any referring hospital

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 Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input type="checkbox"/>	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as	Up to 10#	Negligible	Negligible

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	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.			
x	Light: 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
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - 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.