

UW HEALTH JOB DESCRIPTION

Senior Hospital Development Specialist

Job Code: 850028	FLSA Status: Exempt	Mgt. Approval: M Anderson	Date: December 2021
Department: Organ Procurement Organization		HR Approval: A Phelps Revolinski	Date: December 2021

JOB SUMMARY

Under the general direction of the Hospital Development and Community Outreach Manager, the Senior Hospital Development Specialist (HDS) is responsible for the donation process in 104 federally designated hospitals which refer deaths and imminent deaths in UW Organ and Tissue Donation's (UW OTD) service area. This process includes supporting referring hospitals in maintaining regulatory compliance related to organ and tissue donation. The Senior HDS will foster communication and maximize the opportunity to give the gift of life by creating and enriching a network of relationships, designing and implementing quality improvement initiatives, assisting with policy development, and educating hospital staff. The strong collaboration fostered by the HDS staff between the referring hospitals and UW OTD is necessary to achieve the community benefit of providing organs and tissues to patients in need. The Senior HDS will support all HDS in fostering this important collaboration. Additionally, the Senior HDS will provide leadership and guidance to all UW OTD staff as they participate in hospital development activities. The Senior Hospital Development Specialists supports the Hospital Development and Community Outreach Manager and other HDS staff, answering questions and giving direction to enable them to carry out their responsibilities.

This position is responsible for maintaining and improving internal and external customer relationships to ensure the success of the organ donation process. The individual works collaboratively with staff across UW Health and other key personnel throughout the DSA to contribute to educational curriculum and planning, lead or delegate training for staff competency, provide education to internal or external partners, and to ensure all families are continuously supported throughout the donation process. This individual communicates and coordinates with external customer relationships such as vendors and suppliers of services needed to complete the organ donation process. The incumbent will work collaboratively with a range of professionals including high-level administrators, directors, managers, physicians, and nurses involved in the donation process. The Senior HDS will work with UW OTD leadership and data analysts to identify and manage opportunities for improvement. The incumbent also collaborates with other recovery organizations and partners to support the donation process.

MAJOR RESPONSIBILITIES

The incumbent performs the following job responsibilities as the Senior HDS:

- HD Specialist Proficiency:** Maintains competence and performance excellence as Hospital Development Specialist. Ensures HDS schedule coverage, builds and supports team optimization and staff engagement with attention to the strategic goals of the organization,
- Daily Support of Internal Operations:** Provides daily support with consistent exercise of intellectual decision-making based on assessment and resources. Collaborates with Organ Procurement Coordinators and Donation Support Specialists to address issues that arise during case management.
- Daily Support of External Operations:** Along with the Hospital Development and Community Outreach Manager, shares in the responsibility as a resource and liaison for hospital partners, tissue and eye partners, other recovery partners and Transplant Centers. Works collaboratively with community leaders, coroners, and medical examiners in the donation process.
- Education and Training:** The incumbent works with leadership to identify opportunities for training and education for HD staff and other UW OTD staff. The incumbent plays a major role in the support and development of external education events such as the Douglas T. Miller Symposium.
- Regional and National Support:** Represents UW OTD at regional and national meetings by learning and presenting best practices and improving workflows.
- Regulatory, Quality Assurance, and Project Management:** Works to improve our organizational processes to maximize the donation and consistently maintain a regulatory state of compliance.
- Process Standardization and Improvements:** Works with leadership to implement and create improvements that are aligned with regulations, best practices and strategic goals.

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8. **Project Management:** Supports or leads project workgroups, and identifies, supports or leads quality improvement initiatives.

Additionally, the Senior HDS maintains proficiency in all required HD Specialist responsibilities.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in healthcare, marketing, communications, business, or other relevant field
	Preferred	Master's degree in healthcare, marketing, communications, business, or other relevant field
Work Experience	Minimum	Three (3) years of progressively responsible organ procurement experience.
	Preferred	
Licenses & Certifications	Minimum	Valid WI Driver's license and current auto insurance
	Preferred	
Required Skills, Knowledge, and Abilities		<p><u>Leadership abilities:</u></p> <ul style="list-style-type: none"> • Ability to implement change in a positive, sensitive and forward-thinking manner • Strategic thinking, planning and problem-solving • Develop goals and objectives, and establish priorities • Self-starter with a willingness to try new ideas • Good judgment and ability to act decisively at the right time • Results oriented <p><u>Human Relations abilities:</u></p> <ul style="list-style-type: none"> • Ability to build collaborative alliances and teams • Effective persuasion and negotiation skills • Effective interpersonal skills • Effective ability to ensure a high level of customer satisfaction • Flexibility and receptiveness to new and different opinions/ideas • Ability to create win/win solutions and relationships • Ability to effectively deal with conflict management and the skill to anticipate and bring issues to resolution. <p><u>Analytic Skills:</u></p> <ul style="list-style-type: none"> • Organization, planning, scheduling and project management skills • Ability to develop and analyze options, recommend solutions to solve complex problems and issues <p><u>Communication Skills:</u></p> <ul style="list-style-type: none"> • Strong verbal, written communication and group presentation skills • Demonstrated ability designing and implementing communication programs to management team

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,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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.*

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Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x	Sedentary: 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
	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#
List any other physical requirements or bona fide occupational qualifications:				

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.