



HSS Registered July 2019

Donor Coordinator

Health Salaried Officers Agreement: Level G7

Position Number: 004853, 006166, 006167, 006168, 006169

DonateLife WA

Mental Health, Public Health and Dental Services | North Metropolitan Health Service

Reporting Relationships

State Medical Director
Award Level: MP Year 1-9
Position Number: 0061689



Clinical Nurse Manager
Award Level: SRN Level 4
Position Number: 007295



This Position



Also reporting to this supervisor:

- Clinical Nurse Specialist (006240)
- Donor Family Support Service Coordinator (006394)
- Communications Officer (005618)
- Education and Administration Coordinator (006345)

Directly reporting to this position:

Title	Classification	FTE
Nil		

Other positions under control

- Nil

Prime Function / Key Responsibilities

The Donor Coordinator (DC) is responsible for facilitating organ and tissue donation as part of end of life care. Working as part of a team providing a 24 hour service receiving referrals for donation from across WA, key responsibilities include family donation conversations and consent processes, donor assessment, coordination of organ allocation and retrieval across public and private hospitals, and coronial services.

Brief Summary of Duties (in order of importance)

1. Coordinate and Facilitate Organ and Tissue donation

- 1.1 Participate in a 24 hour on call service to facilitate deceased organ and tissue donation for transplantation, receiving referrals from Intensive Care Unit (ICU) and Emergency Department (ED) for organ and tissue donation potential, all hospital wards and coronial services for eye and/or tissue only donation potential with end of life care pathways.
- 1.2 Collect, review and collate available relevant clinical information including potential donor's medical and social history provided by donor families, to facilitate assessment for donation.
- 1.3 Access the Australian Organ Donor Register (AODR) for record of donation decision.
- 1.4 Provide potential donor families with information about organ and tissue donation to assist in decision making, applying skills gained from Family Donation Conversation (FDC) workshops.
- 1.5 Ensure that all legal requirements for organ and tissue retrieval are fulfilled in accordance with relevant WA legislation and regulations.
- 1.6 Input clinical information into the Electronic Donor Record (EDR) ensuring accuracy of data and appropriate content, and convey to transplant units and tissue banks available to decide organ and tissue suitability for donation and allocation of organs /tissues to recipients.
- 1.7 Liaise with transplant units and ICU regarding physiological management, and diagnostics of potential organ donors required to decide medical suitability for organ donation.
- 1.8 Coordinate serology testing, tissue typing and ABO typing of potential organ donors, liaising with pathology and immunology services as required to confirm allocation of organs.
- 1.9 Coordinate retrieval processes, liaising with retrieval teams and operating theatre staff to confirm retrieval times, surgical and perfusion staff, and transport logistics including police services and charter flights as required.
- 1.10 Confirm pre and intra-operative donor management, providing liaison between retrieval and transplant surgical teams including nationally agreed guidelines.
- 1.11 Act as 2nd DC liaison in the operating theatre with another DC in ICU when coordinating DCD organ retrieval.
- 1.12 In conjunction with retrieving surgical teams, ensure organs are allocated correctly, labelled and packaged with relevant documentation in accordance with established protocols.
- 1.13 Facilitate safe transportation of organs to receiving transplant units in accordance with established standards ensuring optimal preservation and delivery to transplant centres.
- 1.14 Collect, analyse, manage and report donor data, organ allocation and retrieval outcomes to relevant registries and stakeholders.
- 1.15 Coordinate accurate and timely information sharing between donation and transplantation sectors to ensure patient safety, enable quality improvement and research, and performance monitoring of organ and tissue donation process efficacy.
- 1.16 Manage electronic notifications of deceased persons from hospitals and coronial services and the EDR according to established agreements, protocols and WA legislation.
- 1.17 Confirm eye and/or tissue donor retrieval arrangements with eye and tissue banks, liaising with mortuary services as required.
- 1.18 Provide support and information to potential and actual donor families before, during and after donation process as required in accordance with Family Support Service Guidelines
- 1.19 Communicate outcomes of referral and retrieval to hospital staff involved in care of donor.
- 1.20 Review donation processes and activity with stakeholders, internal and external.
- 1.21 In conjunction with the Donor Family Support Coordinator, facilitate conveyance of anonymous correspondence between donor families and recipients adhering to legislation.
- 1.22 Complete relevant documentation, data input and record keeping.

2. Facilitate Interstate Organ Offers for WA Transplant Units

- 2.1 Receive interstate renal and liver organ offers via 24 hour on call service.
- 2.2 Facilitate delivery of offer via EDR to on call nephrologists and/or liver transplant specialists.
- 2.3 Advise referring DonateLife agency of organ acceptance and/or decline within agreed times.
- 2.4 Arrange organ transportation ensuring safe delivery of organ to the relevant transplant hospital.

3. Education and Training

- 3.1 Participate in national training and education activities including the Professional Education Package (PEP) and induction program.
- 3.2 Attend Family Donation Conversation (FDC) and Introductory Donor Awareness (IDAT) training as soon as possible after recruitment and repeat workshops as required.
- 3.3 Provide education and training to hospital staff involved in organ and tissue donation as agreed by the DonateLife WA Network, including delivery of PEP workshops.
- 3.4 Present at hospital wide forums as and when required.
- 3.5 Participate in the development and presentation of community awareness programs, including involvement in state and national campaigns promoting organ and tissue donation.
- 3.6 Participate in orientation and training of new staff as required.

4. Research and Quality Improvement

- 4.1 Contribute to the collection, validation and review of the Electronic Donor Record (EDR) and DonateLife Audit within agreed timeframes.
- 4.2 Collect and validate data related to organ and tissue donation activity reporting against performance measures set by the Organ and Tissue Authority (OTA) for audit and quality purposes.
- 4.3 Ensure organ offers follow agreed national guidelines.
- 4.4 Attend case review meetings and donor debriefs as scheduled.
- 4.5 Provide timely and relevant feedback, and coordinate debrief sessions post donation for hospital staff involved in donation processes.
- 4.6 Develop and contribute to quality initiatives to evaluate and improve donation processes.
- 4.7 Use information systems to co-ordinate processes for quality improvement, monitor and analyse incidents, ensure safety and best practice.
- 4.8 Contribute to development and review of policy related to end of life care and donation.

5. Leadership

- 5.1 Assist DonateLife hospital teams to implement routine referral for donation and best practice models for consent for organ donation.
- 5.2 Work appropriately and in a culturally respectful way with all potential and/or actual donor families, acknowledging diversity and expectations of patients and families, and community.
- 5.3 Support hospital implementation of the national clinical practice improvement program elements embedding organ and tissue donation as a routine part of end-of-life care.
- 5.4 Participate in agency and other meetings as required to meet organisational objectives.

6. NMHS Governance, Safety and Quality Requirements

- 6.1 Participate in the maintenance of a safe work environment.
- 6.2 Participate in an annual performance development review.
- 6.3 Support the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 6.4 Complete mandatory training (including safety and quality training) as relevant to role.
- 6.5 Perform duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 6.6 Abide by the WA Health Code of Conduct, Occupational Safety and Health legislation, the *Disability Services Act* and the *Equal Opportunity Act*.

7. Undertakes other duties as directed.

- 7.1 May be assigned to work and/or provide regular on-site support to hospitals; metropolitan or country, public or private.

Work Related Requirements

Essential Selection Criteria

1. Relevant professional qualifications in a health related discipline or equivalent.
2. Ability to work effectively within a multidisciplinary team and stakeholders from various areas within and external to the health care sectors.
3. Ability to work under intense pressure, meet critical set timelines and prioritise workloads effectively whilst working under minimal supervision.
4. Effective leadership skills including highly developed skills in communication (written and verbal), problem solving, conflict resolution and negotiation.
5. Demonstrated ability to communicate in a sensitive and empathetic manner with families and/or care givers in times of distress or bereavement.
6. Knowledge and experience of clinical processes and legal and ethical issues associated with end of life care, bereavement and organ and tissue donation.
7. Knowledge of relevant legislation including the Human Tissue and Transplant Act 1982, the Coroner's Act 1996, Consent to Medical Treatment Act 2008, Anatomy Act 1930 and Health Service Act 2016.
8. Possess a current "C" or "C.A." class driver's licence.

Desirable Selection Criteria

1. Knowledge and experience of health service delivery in an Intensive Care Unit or related critical care setting relevant to organ and tissue donation.
2. Knowledge of Information and Communication Technologies (ICT) including computers, internet and mobile telephones required to work remotely and in different work environments.
3. Demonstrated ability to build resilience working with recurrent exposure to death and bereavement.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Ability to work flexible rostered hours across multiple sites as part of a 24 hour on call service.
- Working with Children (WWC) Check, a compulsory check for people who carry out child-related work in Western Australia.
- Possess a current "C" or "C-A" driver's licence and be willing to drive as required.
- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor

Name: Melissa Smith

Signature/HE:20203

Date:16 April 2019

Dept./Division Head

Name:

Signature:

Date:

Position Occupant

Name:

Signature:

Date:

Last Created on: May 2019

Last Updated on: July 2019

HSS REGISTERED