



WE DELETE BLOOD CANCER

JOB DESCRIPTION

Job Title: Donor Request Manager (Work Up, Follow Up and Donor Patient Contact)	Department: Donor Request Management
Responsible to: Head of Donor Request Management	Direct Reports: Donor Request Coordinators x 5
Location: Chiswick, London	Salary: 38K

Purpose of role

The Donor Request Manager leads and oversees the Work Up, Follow Up and Donor Patient Contact teams working as an integral member of the Donor Request Management Department, supporting the coordination of stem cell donations with unrelated donors.

Donor Request Department

The department is responsible for liaising with, and providing support to our donors who have been identified as a potential stem cell match for a patient. This includes the evaluation of their medical suitability and eligibility. The team manages all processes from blood testing, medical examination and appointments to the donation itself. They guide and advise the donor at all stages and coordinate the communication between all involved international and national parties.

The Donor Request Management department covers three stages in the process of matching potential stem cell donors with patients. The **Confirmatory typing** stage confirms potential donors HLA typing (Human Leukocyte Antigen) and confirms donors medical eligibility to donate and proceed to the workup stage. The **Workup** stage includes the preparation and organisation of a stem cell donation and the transport of stem cells to patients both based in the UK and internationally. The final stage, **Follow up/donor patient contact** provides support to donors after their donation and facilitates donor and patient contact, be it via anonymous correspondence or face to face meetings. The Donor Request Management Department uses a bespoke database system to manage all three stages of the donor journey and works predominantly by phone, email and post to communicate with donors.

Key internal and external relations:

- Head of Donor Request Management
- Donor Request Management Team (including 5 direct reports)
- DKMS International Medical Team
- Potential and actual stem cell donors
- Healthcare professionals and medical advisers
- National and International Stem Cell Registries and Transplant Centres
- Colleagues in other DKMS companies internationally
- Communications and Engagement and Customer Service team colleagues



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Key Responsibilities

General

The Donor Request Manager (WU/FU/DPC) has two main functions (each representing roughly half their working time in the role):

- line management of the WU/FU/DPC teams, ensuring delivery against set plans targets and quality assurance measures (~50%);
- and managing an ongoing caseload of actual blood stem cell donors (~50%).

Specific duties

- To line manage the (WU/FU/DPC) team, setting work priorities and providing hands-on coaching, guidance and support to help develop their skills and experience. Provide training and development opportunities in order to achieve targeted individual and group goals and KPIs.
- Conduct quarterly performance review meetings with direct reports
- To coordinate bone marrow and peripheral blood stem cell donations between identified stem cell donors and one of DKMS UK's stem cell collection centres This includes, but is not limited to:
- Complete information sessions with identified donors as a means of ensuring they are fully prepared for the stem cell donation and collection (paying particular attention to ensuring the donor gives informed consent, in line with DKMS UK's "principles of informed consent" schedule.
- Evaluate donors for medical and non-medical factors affecting suitability and eligibility using guidelines set by DKMS UK and national regulations, including referring for further medical assessments where required
- Schedule and manage donor medical assessments, working closely with the patient's team and medical advisors to facilitate donor medical clearance.
- Responsible for communicating with national and international stem cell coordinators to complete the required documentation within designated timelines
- Work with DKMS internal databases to record and document accurate donor case notes.
- Communicate and liaise closely with specialist courier companies to schedule national and international transport of stem cell products.
- Work closely with the DKMS international medical team and other DKMS organisations in other countries to contribute to the quality and efficiency of DKMS UK policies and processes.
- Work closely with the UK finance team to ensure all supplier invoices are paid on time and contract terms are met.
- Provide post donation care and manage the donor follow-up process ensuring timely and accurate entry and submission of donor case notes.
- Work closely with the DKMS UK medical advisor to coordinate post-donation medical appointments for donors, as needed.
- Coordinate post-donation patient and donor contact including exchanges of anonymous correspondence, recipient updates, and release of personal information.
- To serve as a subject matter expert with DKMS UK, as part of developing and improving processes, including making recommendations on existing processes, and supervising their implementation.
- To assist in the investigation of quality assurance incidents and occurrences, working with the Head of Donor Request Management to manage and resolve any donor and transplant centre complaints and respond as necessary.
- To ensure compliance with all standards, policies, procedures, and documentation requirements set by DKMS, registries, and regulatory authorities such as the Human Tissue Authority, etc.
- To assist in the creation and maintenance of departmental Standard Operating Procedures, as per



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required regulations.

- To provide input into and support the Head of Donor Request Management with annual strategic planning and financial reforecasting.
- To keep up-to-date with developments and learning in the field of stem cell donation.
- To comply with the organisation's health and safety, confidentiality, data protection and other policies, including those relating to the Human Tissue Authority and NHS Blood and Transplant standards.
- To meet with Head of Donor Request Department for the purpose of regular supervision and appraisal.
- To participate in staff training, organisation/team meetings and events, as required.
- To promote equality of opportunity and anti-discriminatory practices.
- Any other duties deemed appropriate by or Head of Donor Request Department, subject to time and commensurate with level of responsibility and salary.

Person Specification

Experience/knowledge/education

It is not expected that the successful candidate will necessarily have experience / competency in all the areas highlighted below.

Knowledge and experience

- Educated to A-Level (or equivalent) or relevant vocational training.
- 3-5 plus years work experience, working in a busy team/organisation.
- Knowledge of, or ability to understand, medical terminology, case-note documentation, medical history documentation.
- 3-5 plus years experience of managing and leading a team towards shared goals and strategic aims. Experience working in a target driven and KPI environment.

Skills/Abilities

- Excellent written and verbal communication skills.
- Excellent interpersonal skills, including active listening skills and a good phone manner.
- A strong team player.
- Strong management skills with experience of staff; planning and evaluating team activities and individual performance
- Willingness to become acquainted with, and understand, a very specific discipline/branch of medical science.
- A high degree of sensitivity and empathy.
- Very proactive work ethic and ability to work on own initiative.
- Strong attention to detail and accuracy.
- Highly organised and able to multitask efficiently.
- Ability to work to and achieve clear targets and deadlines.

Work outside of core hours

The role involves some national and international travel for the purposes of attending training/meetings. Some evening and weekend work may be required for similar reasons, for which notice and time off in lieu may be available. See also “Terms and Conditions of Employment” section below with regard to “on call cover” requirements for this role.

Values

DKMS works to a set of core values which it seeks to uphold and implement in everything it does, including leadership and management practices. The illustration below summarises DKMS core values and how these translate into organisational and individual behaviours.



Personal competencies

The table below sets out how our values relate to the competencies required for this role.

Competency area	Abilities... /Expertise or knowledge ...
Strives to make an impact ...	<p>... is committed to exceeding expectations</p> <ul style="list-style-type: none"> • Confident about proposing new ideas and solutions to the Head of Donor Request Management and team members in order to improve the stem cell donor journey • Not afraid to challenge ways of working in order to bring about improvements in working practices. • Able to analyse working systems and processes with a view to improving them and making them more efficient. • Confident that will succeed in delivering personal objectives. • Confident in communicating to others, both internally and externally. • Takes responsibility for managing own work and commitments. • Goes the extra mile to deliver results
Self-starter ...	<p>... is highly motivated and open to challenging oneself</p> <ul style="list-style-type: none"> • Able to work on own initiative and identify what needs to be done before being asked. • Thrives on challenges and remains focused under pressure. • Demonstrates ambition and an eagerness for personal development. Has a “can do” approach to dealing with work challenges and dilemmas.
Inspired by our vision...	<p>... is committed to the fight against blood cancer</p> <ul style="list-style-type: none"> • Works with passion, enthusiasm and dedication.

Competency area	Abilities... /Expertise or knowledge ...
	<ul style="list-style-type: none"> • Demonstrates a strong sense of empathy towards patients, donors, supporters and colleagues. • Understands the role DKMS UK plays within the global DKMS group. • Able to communicate and explain the mission of the organisation clearly and passionately. • Uses own knowledge and expertise of blood stem cell donations, collections and transplants to promote DKMS UK's vision and work. • Understands the needs of people affected by a blood cancer diagnosis or blood disorder and who need to find a blood stem cell donor to give them a second chance of life. • Confident in talking with potential blood stem cell donors about the impact their commitment and donation can make.
Team player ...	<p>... has the ability and desire to work cooperatively with other team members</p> <ul style="list-style-type: none"> • Provides assistance, information and support to team colleagues, as well as building and maintaining relationships across the organisation and internationally with other DKMS entities. • Respects others and embraces the values of diversity, equality, integrity and trust. • Listens and responds constructively to other team members' and colleagues' ideas. • Collaborates with others to organise time and resources effectively. • Forms good working relationships with people in other departments throughout DKMS, both in the UK and overseas.
Executes with excellence...	<p>... works diligently and continuously produces high quality work</p> <ul style="list-style-type: none"> • Effectively prioritises workload and works independently... • Achieves established goals within deadlines. • Provides an excellent service to our potential blood stem cell donors and the healthcare professionals that we work with, as well other teams and colleagues within DKMS. • Has excellent attention to detail. • Communicates clearly and articulately.
Embraces opportunities ...	<p>... challenges the status quo and looks for opportunities to implement new methods of working</p> <ul style="list-style-type: none"> • Open to different ideas, approaches, procedures and technology. • Able to adapt to new situations with a positive approach to change. • Seeks opportunities to learn from colleagues both locally and internationally • Considers developments in other similar organisations, learning from their experiences and introducing relevant information, ideas and intelligence for the benefit of DKMS.

Conditions of Employment

- 37.5-hour week, Monday to Friday (9am – 5pm).
- 25 days' holiday per annum (plus public holidays).

Benefits

- Corporate Eye Care Scheme



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- Cycle to Work Scheme
- Season Ticket Loans
- DKMS pension scheme –employer DKMS pension scheme – automatic enrolment contribution rate: 3% employee, 5% employer.
- Further information on staff benefits are covered on our [website](#).