

<b>JOB DESCRIPTION</b>
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<b>Job Title:</b> Donor Request Coordinator (Work Up)	<b>Department:</b> Donor Request Management
<b>Responsible to:</b> Donor Request Manager (Work up)	<b>Direct Reports:</b> None
<b>Location:</b> London, Chiswick	<b>Salary:</b> £33,882

### Purpose

The Donor Request Coordinator works as an integral member of the Donor Request Management Department, supporting the coordination of stem cell donations with unrelated donors.

### Donor Request Management

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. Donor Request Management 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

- Donor Request Management Team
- 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
- Donor Recruitment and Administration/Data Management team colleagues.

## **Key responsibilities**

To notify donors that they have been identified as a potential stem cell match for a patient, to educate and consent donors and facilitate the management of the donors' stem cell collections.

- Work within the UK Workup Team managing the coordination of bone marrow and peripheral blood stem cell donations between identified stem cell donors and one of DKMS UK's stem cell collection centres.
- Carry out information sessions with identified donors as a means of ensuring they are fully and properly 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.
- Manage the relationships with hospital stem cell collection centres, ensuring they adhere to DKMS global standards. This includes monthly conference calls and regular face to face meetings.
- Work closely with the UK finance team to ensure all supplier invoices are paid on time and contract terms are met.
- Represent the Donor Request Management team at local and international DKMS working groups, inputting into organisational projects, as required.
- Respond to, and investigate, any quality incidents and adverse events (S(P)EARs), including providing recommendations for corrective and preventative actions.
- Work with the Donor Request Management Team Lead to resolve any donor and transplant centre complaints and respond as necessary. Perform any ad hoc activities as necessary.
- Ensure compliance with all medical/health-related standards, policies, procedures, and documentation requirements set by DKMS, registries, and regulatory authorities such as the Human Tissue Authority etc.
- To meet with the Head of Donor Request Management for the purpose of regular supervision and appraisal.

- To participate in staff training, organisation/team meetings and events, as required.
- 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.
- To promote equality of opportunity and anti-discriminatory practices.

### **Person Specification**

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

- Educated to A-Level (or equivalent) or relevant vocational training.
- 1-2 plus years work experience, working in a busy team/organisation.
- Previous experience of working with large database/CRM systems.

### **Skills/Abilities**

- Excellent written and verbal communication skills.
- Excellent interpersonal skills, including active listening skills and a good phone manner.
- Strong attention to detail and accuracy.
- Knowledge of, or ability to understand, medical terminology, case-note documentation, medical history documentation.
- Willingness to become acquainted with a very specific discipline/branch of medical science.
- Highly organised and able to multitask efficiently.
- Ability to work to and achieve clear targets and deadlines.
- Very proactive work ethic and ability to work on own initiative.
- Flexible approach with the ability to adapt to new and changing situations.
- Good IT skills, including use of MS Office (Outlook, Word, Excel and PowerPoint).
- Ability to work in line with GDPR and with an understanding of donor and patient confidentiality.
- Strong passion for the DKMS mission and values. A strong team player.
- A high degree of sensitivity and empathy.

\*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 ...
<b>Strives to make an impact...</b>	<p><b>... is committed to exceeding expectations</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Not afraid to challenge ways of working in order to bring about improvements in working practices.</li> <li>• Able to analyse working systems and processes with a view to improving them and making them more efficient.</li> <li>• Confident that will succeed in delivering personal objectives.</li> <li>• Confident in communicating to others, both internally and externally.</li> <li>• Takes responsibility for managing own work and commitments.</li> <li>• Goes the extra mile to deliver results.</li> </ul>
<b>Self-starter...</b>	<p><b>... is highly motivated and open to challenging oneself</b></p> <ul style="list-style-type: none"> <li>• Able to work on own initiative and identify what needs to be done before being asked.</li> <li>• Thrives on challenges and remains focused under pressure.</li> <li>• Demonstrates ambition and an eagerness for personal development.</li> <li>• Has a “can do” approach to dealing with work challenges and dilemmas.</li> </ul>

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

Competency area	Abilities... /Expertise or knowledge ...
	<ul style="list-style-type: none"> <li>• Seeks opportunities to learn from colleagues both locally and internationally.</li> <li>• Considers developments in other similar organisations, learning from their experiences and introducing relevant information, ideas and intelligence for the benefit of DKMS.</li> </ul>

**Conditions of employment**

- 37.5-hour week, Monday to Friday (9am - 5pm).
- In addition to your normal basic week you will be required to provide 'on call' cover at weekends and evenings. You would not be required to work more than one week in a month. On call weeks are paid in addition to annual salary.
- 25 days' holiday per annum (plus public holidays).

**Benefits**

- Corporate Eye Care scheme.
- 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](#).