



WE DELETE BLOOD CANCER

JOB DESCRIPTION

Job Title: Donor Request Coordinator (FU/DPC)	Department: Donor Request Management
Responsible to: Head of Donor Request Management	Direct Reports: None
Location: London, Chiswick	Salary: £34,000 pa

Purpose

The Follow-Up Donor Request Management Coordinator role is essential in providing comprehensive support to donors following their donation, ensuring a seamless and positive experience. This role facilitates meaningful connections between donors and patients, whether through anonymous correspondence or coordinating face-to-face meetings. Utilising a bespoke database system, the Donor Request Management team meticulously manages all stages of the donor journey. Communication with donors is primarily conducted via phone, email, and post, ensuring consistent and personalised engagement throughout the process.

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 donor's 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 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



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Key Responsibilities

The team is responsible for supporting stem cell donors, ensuring they have fully recovered from their donation. Additionally, the department plays a crucial role in providing donors with updates on patient outcomes and facilitating correspondence between donors and patients.

Specific duties

1. Responsible for ensuring appropriate post-donation care and managing the donor follow-up process.
2. Work in close coordination with medical advisors and professionals to ensure donors receive any necessary medical attention, appointments or any other support post-donation.
3. Contact and provide ongoing support to donors through phone, email, and post, following their donation ensuring they feel valued and informed throughout the recovery process.
4. Conduct standard health assessments at set intervals following a stem cell donation.
5. Facilitate and coordinate the communication of post donation activities; including exchanges of anonymous correspondence, ensuring cells have been transplanted, recipient updates, and release of personal information.
6. Provide donors with educational materials and guidance on post-donation recovery, addressing any concerns.
7. Respond to, investigate or escalate any quality incidents, adverse events or complaints in a timely manner.
8. Utilise and maintain a specialised database to track donor interactions, recovery status, and overall progress throughout the donor journey.
9. Prepare and submit reports on donor follow-up activities and outcomes.
10. 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.
11. Collaborate with Communications and Fundraising Departments to identify donors to raise the UK profile.

General duties

1. To meet with management for the purpose of regular supervision and appraisal.
2. Represent the team at local and international working groups and inputting into organisational projects, as required.
3. To promote equality of opportunity and anti-discriminatory practices.
4. As required deputise during periods of leave.
5. To participate in staff training, organisation/team meetings and events, as required.
6. To keep up-to-date with developments and learning in the field of stem cell donation.
7. To comply with the organisation's health and safety, confidentiality, data protection and other policies.



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Person Specification

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

1. Educated to A-Level (or equivalent) or relevant vocational training.
2. 2 plus years work experience, working in a busy team/organisation.
3. Previous experience in a healthcare, donor coordination, or patient support role.
4. Previous experience of working with large database/CRM system

Skills/Abilities

1. Excellent written and verbal communication skills.
2. Excellent interpersonal skills, including active listening skills and a good phone manner.
3. A strong team player.
4. Knowledge of, or ability to understand, medical terminology, case-note documentation, medical history documentation.
5. Willingness to become acquainted with a very specific discipline/branch of medical science.
6. A high degree of sensitivity and empathy.
7. Very proactive work ethic and ability to work on own initiative.
8. Strong attention to detail, accuracy and organisational skills.
9. Highly organised and able to multitask efficiently.
10. Ability to work to and achieve clear targets and deadlines.
11. Flexible approach with the ability to adapt to new and changing situations.
12. Proficiency in using database systems and other relevant software.
13. Willingness to travel on occasions for training and workshops, both nationally and internationally.
14. Ability to work in line with GDPR and with an understanding of donor and patient confidentiality.
15. Strong passion for the DKMS mission and values.

Conditions of Employment

- 37.5 hour week, Monday to Friday (9:00am – 5:00pm).
- 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) increasing after two years' service by one day per year, up to a maximum of four additional days per year (ie, a total entitlement of 29 days per year after six years of service).

Benefits

- Corporate Eye Care Scheme
- Cycle to Work Scheme



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- 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](#).