

JOB DESCRIPTION

Job Title: Donor Request Coordinator (Confirmatory Typing)	Department: Donor Request Management
Responsible to: Donor Request Team Lead (Confirmatory Typing)	Direct Reports: None
Location: London, Chiswick	Salary: £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. The Donor Request Management uses a bespoke database system to manage all three stages of the donor journey and work 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

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

1. Work within the Confirmatory Typing (CT) team of the department, managing the coordination of pre-testing for bone marrow and peripheral blood stem cell donations. This includes, but is not limited to, scheduling blood tests, reviewing results and liaising with international stem cell registries.
2. Evaluate donors for medical and non-medical factors affecting suitability and eligibility using guidelines as set by DKMS UK and national regulations.
3. Educating and consenting donors on the bone marrow or peripheral blood stem cell donation process using principles of informed consent.
4. Work closely with DKMS UK stakeholders to manage the coordination of blood tests, this includes hospitals, GPs and DKMS international entities, UK medical advisers and associated DKMS Labs.

5. Work with internal databases to record and document accurate donor case notes.
6. Work with the Confirmatory Typing Team Lead to resolve any donor and transplant centre complaints and respond as necessary.
7. Ensure compliance with all standards, policies, procedures, and documentation requirements set by DKMS, registries, and regulatory authorities such as the Human Tissue Authority etc.
8. Represent the Donor Request Management team at local and international DKMS working groups, inputting into organisational projects, as required.
9. Respond to, and investigate, any quality incidents and adverse events (S(P)EARs), including providing recommendations for corrective and preventative actions.
10. Ad hoc activities including quality assurance and service improvement projects and any other duties as requested by the Confirmatory Typing Team Lead.
11. To meet with the Confirmatory Typing Team Lead for the purpose of regular supervision and appraisal.
12. To participate in staff training, organisation/team meetings and events, as required.
13. To keep up-to-date with developments and learning in the field of stem cell donation.
14. To comply with the organisation's health and safety, confidentiality, data protection and other policies.
15. 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.

1. Educated to A-Level (or equivalent) or relevant vocational training.
2. 3 plus years work experience, working in a busy team/organisation.
3. Excellent written and verbal communication skills.
4. Excellent interpersonal skills, including active listening skills and a good phone manner.
5. A strong team player.
6. Knowledge of, or ability to understand, medical terminology, case-note documentation, medical history documentation.
7. Willingness to become acquainted with a very specific discipline/branch of medical science.
8. A high degree of sensitivity and empathy.
9. Very proactive work ethic and ability to work on own initiative.
10. Strong attention to detail and accuracy.
11. Highly organised and able to multitask efficiently.
12. Ability to work to and achieve clear targets and deadlines.
13. Flexible approach with the ability to adapt to new and changing situations.
14. Good IT skills, including use of MS Office (Outlook, Word, Excel and PowerPoint).
15. Experience of working with large database/CRM systems.
16. Willingness to travel on occasions for training and workshops, both nationally and internationally.
17. Ability to work in line with GDPR and with an understanding of donor and patient confidentiality.
18. Strong passion for the DKMS mission and values.

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. • Demonstrates a strong sense of empathy towards patients, donors, supporters and colleagues. • Understands the role DKMS UK plays within the global DKMS group.

Competency area	Abilities... /Expertise or knowledge ...
	<ul style="list-style-type: none"> • Able to communicate and explain the mission of the organisation clearly and passionately. • 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. • Confident in talking with potential stem 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 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 (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).

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](#).