

Job Description

TITLE	DONOR COORDINATOR	GRADE:	7
FUNCTION/AREA	PATIENT SERVICES		
REPORTING TO	PATIENT SUPPORT SPECIALIST		

PURPOSE OF THE ROLE

Donor Coordinators will attract, manage, and build relationships with potential donors. It is a dual role with a focus on patient recruitment as well as managing patient's treatment process, maintaining associated records as applicable to ensure compliance with HFEA Act 1990 'the act' and HFEA Code of Practice requirements throughout their journey with Bourn Hall Clinic (BHC).

MAIN INTERFACES

INTERNALLY: All Bourn Hall Limited staff at all levels.

EXTERNALLY: Regulatory Inspectors, patients, donors and prospective patients, other assisted conception units and General Practitioners, Bourn Hall Clinics, Satellite Units, NHS hospitals and other Bourn Hall partners

KEY TASKS & RESPONSIBILITIES

- The successful candidate will be a self-starter with a mature attitude to work and a willingness to work in a challenging but rewarding environment whilst offering exceptional customer care at all times.
- Effective use of the phone system within the department to ensure timely answering of the phones dealing with patient and donor enquiries.
- Shared responsibility for keeping e-mail inboxes up to date.
- Data input including patient demographic details.
- Making patient appointments as appropriate.
- Shared responsibility for all general patient correspondence and managing orders with the IDEAS database.
- To assist in day-to-day administrative tasks as required.
- Archiving and recall of patients notes keeping accurate records to ensure traceability.
- Provide cover for weekend and evening events / recruitment drives, bank holidays and seminars as required.
- Proactive role in dealing with difficult or distressed patients.
- Delivering detailed information on the donor and recipient pathways to donors, patients and staff.
- Maintain and report on new enquiries and conversion rates.
- Monitor and maintain the BHC egg bank records.
- To work with the other members of the Patient Services / Quality Control team in role modelling the company's core values.
- To manage and conduct quality control reviews of patient records and associated records as applicable to ensure compliance with the HFE Act 1990 'the act' and HFEA Code of Practice requirements.
- To identify non conformities and address these with relevant members of staff.
- To record all records reviewed and any non conformities identified.
- To follow up any issues with staff to ensure addressed / rectified.

MANAGEMENT/LEADERSHIP

N/A

ACCOUNTABILITY AREA

All Quality Control team activities conducted by or on behalf of Bourn Hall Limited and to ensure, as a member of the donation / Quality Control team, that the administrative responsibilities of the function are carried out accurately and in a timely fashion with the utmost consideration for patient care and confidentiality.

AUTONOMY & AUTHORITY

- To be able to work on your own initiative when required and to take responsibility for your own workload and that of the wider Patient Services team.
- To be clear about own levels of authority and when to refer matters to other professionals or management.
- To make suggestions for improvement in the processes and procedures to improve efficiency.

FUNCTIONAL KNOWLEDGE/BUSINESS EXPERTISE

- Awareness of relevant guidelines applicable to the provision of patient care in UK hospitals, and in particular to the provision of Assisted Conception Services to infertile or sub-fertile patients.
- Sensitivity and understanding is required, together with absolute accuracy, discretion and confidentiality.
- To be able to provide information to all staff, visitors and patients regarding the donation pathways at Bourn Hall Clinic.
- An acuity to acquire knowledge regarding the regulatory codes and legalities of donation.
- Health and safety procedures.
- Knowledge of data protection and the need for confidentiality at all times pertaining to all aspects of the business of the company.
- To have knowledge and understanding of all aspects of the business, procedures and systems of Bourn Hall Clinics, keeping up to date with any changes.

PROBLEM SOLVING

- Being able to resolve patient's queries tactfully, diplomatically, and successfully.
- Have the ability to deal with distressed or angry patients and know when to pass the issue to a more senior member of staff.
- Suggest improvements to donation pathways and administration services.
- Liaise with other members of staff to find solutions to internal and external problems as they arise.
- To collaborate with others to identify workable solutions to quality related problems and in discussion with management.

INTERPERSONAL SKILLS

Provide considerate, efficient and effective administrative support to the Bourn Hall Clinic operations.

SPECIAL PROJECTS

Flexibility and enthusiasm to work on any special projects as required by business need.

CANDIDATE'S PROFILE

EDUCATION/PROFESSIONAL EXPERIENCE

- Excellent computer skills.
- Excellent customer service skills.
- Good standard of general education with excellent communication skills both verbally and in written form.
- Experience of working in a clinical environment with appreciation of patient confidentiality and empathy for the challenges faced by front line staff.
- Knowledge of relevant guidelines and standards applicable to a UK hospital and infertility clinic environment.

LANGUAGES

English.

SKILLS & COMPETENCIES

- Excellent attention to detail.
- The ability to be assertive or to challenge.
- Comfortable working autonomously.
- Computer literate and excellent knowledge of Microsoft Office, Word and Excel to intermediate / advanced level.
- Accurate, methodical, well organised.
- Good telephone manner.
- Speed, accuracy and good attention to detail is of paramount importance.
- A calm outlook, discrete and adaptable.
- Capable of lateral thinking and with good recall.
- Willingness to learn and receptive to continued education in the business of Bourn Hall Clinic.
- A caring and understanding attitude, awareness of the sensitivity and confidentiality of fertility treatments.
- Able to prioritise workload and willing to assist other members of staff.
- Excellent communication (verbal and written) and interpersonal skills.
- Tact and diplomacy with internal and external colleagues and patients.
- Ability to work autonomously, able to work under pressure and use initiative.
- Interpersonal skills to forge co-operative and collaborative relationships with internal and external contacts.
- Ability to be objective and represent the company professionally and confidently when meeting external parties.

APPROVALS

JOB HOLDER:		DATE:	
LINE MANAGER:		DATE:	