



LIONS EYE BANK OF WISCONSIN, INC.

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| Position Title: | Hospital, Funeral Home, and Medical Examiner Specialist |
| Department: | External Affairs |
| Reports to: | Senior Manager; Partner Relations |
| FLSA Status: | <u>X</u> Exempt ___ Non-Exempt |

Position Objective:

The Hospital, Funeral Home, and Medical Examiner Specialist is responsible for the growth and implementation of eye donation services with the Lions Eye Bank of Wisconsin (LEBW). This includes strategic implementation and management of LEBW's Donor Hospitals, Medical Examiner's/Coroners, Funeral Directors, and Hospice. The Development Specialist will ensure that the eye donation process is being monitored and followed. This role will need to provide onsite eye donation education to stakeholders listed above as well as community outreach with our donation partners.

Essential Duties of the Position:

- Manage and assess the needs of referral partners including but not limited to: Hospitals, Medical Examiners/Coroners, Funeral Directors, and Hospice personnel.
- Develop and implement strategies and process improvement initiatives that support successful donation programs based on best practices.
- Compile, analyze and report metrics to referral partners on a set schedule.
- Develop a database outlining key contacts for referral partner organizations and maintain updated information in the database.
- Participate in internal and external referral partner meetings and educational events with stakeholders as scheduled.
- Develop referral partner visitation schedule based on process improvement needs and educational requests.
- Responsible for managing expenses within department budget as provided by Supervisor.
- Develop and coordinate marketing and educational programs aimed at promoting eye donation within referral partner organizations.
- Establish professional relationships with referral partners who impact donation program changes and process improvement initiatives.
- Attend professional, collaborating partner conventions and conferences as requested.
- Provide timely follow-up on eye donation referral outcomes to key stakeholders.
- Request new user Electronic Medical Record (EMR) access as the LEBW Site Administrator OR perform this function as back-up to Quality Services or Donor Support Center staff.
- Monitor competitive intelligence and communicate information to Development team on a regular basis. This includes but is not limited to staying informed on Hospital and Hospice changes/mergers, Medical Examiner appointments and Coroner elections.
- Establish relationships with key personnel at the State and National Association level by which referral partners belong to.
- Maintain interaction notes in iTransplant.

- Active, collaborative involvement with Organ Procurement Organizations, Tissue Banks, and Donate Life Wisconsin on initiatives that educate and increase donation awareness.
- Manage contract/agreement process in assigned area.
- Other responsibilities as assigned and determined by Supervisor or Referral Partner.
- Participate in morning huddle meetings and provide follow-up and updates to colleagues.
- Recommend and present LEBW awards for donation achievements.

Minimum Education & Education Requirements:

- Bachelor's degree from an accredited college or university in nursing, health care management, communication, business, or another relevant field.
- Associate degree with 5+ years of experience may be substituted for bachelor's requirement.
- Equivalent combination of education and experience may be considered.
- Valid Driver's License and reliable vehicle.
- Experience with organ, tissue and or eye recovery organizations.
- Experience with program management / process improvement within the healthcare field.
- Must be proficient in Microsoft Outlook, Word, Excel, and PowerPoint.
- Organization, planning, scheduling, and project management skills.
- Ability to analyze data and communicate process improvement initiatives with outcome monitoring.
- Ability to communicate timely and effectively
- Excellent writing and analytical skills

Physical/Environmental Demands of the Position:

- Ability to lift up to 20lbs.
- Ability to sit for extended periods of time.