

Lions Eye Bank of Wisconsin is hiring a Triage and Transport Specialist, part-time.
7am - 1pm (Sunday - Tuesday, and every other Wednesday)

Position Objective:

Triage and Transport Specialist is responsible for data entry and day to day tasks associated with donor referrals and transportation coordination of cornea tissue.

Essential Duties of the Position:

- Works scheduled hours as assigned
- Receives and documents all information for each donor referral in the referral database accurately
- Manage in-bound and outbound calls in a timely manner and facilitates transfer of calls to the appropriate Donation Coordinator or LEBW department
- Verifies the donor registry status for each donor referral and loads documents into the donor database
- Assists with collection of information and records such as EMS run sheets, medical records and other pertinent referral/case related documents
- Assists with phone calls to hospitals to release patient/donors to the funeral home as needed
- Coordinate the transportation of ocular tissues procured from outlying locations to LEBW headquarters. Coordinate the transportation of outgoing ocular tissues to surgical centers. Works proactively to keep LEBW Distribution Department/Lab informed of arrival times, changes and or delays
- Monitors tissue transport timing and proactively investigates and trouble shoots issues with transporters directly and/or appropriate LEBW departments or Managers.
- Tracks transport issues and reports them using the transport issue tracking process. Works collaboratively with Donor Support Center Manager and Community Outreach Manager to investigate and resolve transport issues.
- Informs Donor Support Center Manager and Community Outreach Manager of issues with specific volunteer transports and/or changes to the transporter roster.
- Maintain compliance with HIPAA regulations and complete annual HIPAA training as required by LEBW
- Assist Donor Support Center Manager in various areas of the Donor Support Center to ensure quality of work, timeliness and efficiency in daily activities.

Minimum Education & Experience Requirements:

- Medical Terminology
- Excellent verbal communication skills
- Ability to use logic and reasoning to prioritize tasks
- Proficient in computer applications and database software
- Skilled at working with multi-generational volunteer staff
- General knowledge of Wisconsin geography and ability to calculate approximate travel times

Knowledge, Skills, and Abilities Necessary to Perform Essential Functions:

- Associate's degree in science, related field or equivalent experience
- Two years of related experience