



WE DELETE BLOOD CANCER

**Department:** Donor Management  
**Title:** Workup Coordinator  
**Key Areas:** Healthcare related field such as hospital administration, health education, social work, public health, nursing, biology, or biochemistry  
**Direct Report:** Workup Manager  
**Employee Category:** Non-exempt

### About DKMS

Get inspired by doing something that really matters and join our team of dedicated, caring people at DKMS. Every day, we help save lives by adding more potential donors to the bone marrow registry and connecting patients in need of a transplant with matching donors who can make it happen. Globally, we've registered more than 10.5 million potential donors, and over 90,000 of these have gone on to donate to patients. You'll be part of a growing international nonprofit where creativity, initiative, compassion, collaboration, and strategic thinking are rewarded as we work together to expand our reach, recruit more donors and help save more lives.

**Position Summary:** The Workup (WU) Coordinator works in the Workup Team with unrelated donors at final stage of the donor and patient matching process. The WU Coordinator facilitates registry and transplant center requests for registered donors to donate and coordinates all aspects of the donation process.

### Responsibilities:

- Contact donors identified as matches for patients in need of a bone marrow transplant to assess donor interest and availability
- Facilitate all aspects of the donor workup process including:
  - Educating and consenting donors on the marrow and peripheral blood stem cell donation process using principles of informed consent
  - Evaluate donors for medical and non-medical factors affecting suitability and eligibility using guidelines set by DKMS and the National Marrow Donor Program (NMDP)
  - Coordinate physical exams, lab work and additional medical appointments as needed
  - Coordinate marrow and peripheral blood stem cell donations
- Comply with all regulatory requirements, standards, policies, procedures pertaining to the donor management process including: principles of informed consent and Protection of Humans as Research Subjects; bone marrow donor registry requirements and standards, applicable FDA and NY State Department of Health regulatory requirements (including, but not limited to FDA Good Tissue Practices and Good Manufacturing Practices; NYS DOH tissue procurement)
- Ad hoc activities including research, quality assurance, and process improvement projects

### Requirements:

Because the candidate will be working with potential donors on a daily basis, it is essential to have excellent communication, active listening skills, and empathy in interacting with people who are making significant life decisions. The ideal candidate must be highly organized and detail oriented. Accuracy in completing data forms and case note documentation is essential.

- Bachelor's degree required; Master's degree preferred
- Minimum of two years work experience in a healthcare setting or any combination of education and experience which would provide an equivalent background
- Knowledge of medical terminology, case-note documentation, and conducting medical histories is preferred
- Ability to work on-call, as needed
- Excellent interpersonal skills and the ability to work in a team environment
- Very proactive work ethic and the ability to diligently meet targets



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- Excellent written and verbal communication skills
- Must be detailed oriented, highly organized and able to multitask efficiently
- Flexible, ambitious spirit
- Proficiency in Windows and/or Mac OS, Word, Outlook, Excel, and internet searches required; experience with NMDP StarLink systems a plus; foreign language desirable