

**Title: Follow Up Coordinator**

**Department: Donor Management**

**Key Areas: Healthcare related field such as hospital administration, social work, public health, nursing, biology; customer relations**

**Direct Report: Follow Up & Confirmatory Typing Manager**

**Terms of Employment: Full Time**

**Employee Category: Non-Exempt**

**Locations:** **New York, NY**

**ABOUT DKMS**

DKMS is an international nonprofit organization dedicated to the fight against blood cancer and blood disorders by creating awareness, recruiting stem cell donors to provide a second chance at life, raising funds to match donor registrations costs, and supporting the improvement of blood cancer therapies by our own research.

**POSITION SUMMARY**

The Follow Up Coordinator works in the Follow Up Team with unrelated donors at the final stage of the donor and patient matching process. The Follow Up Coordinator facilitates all aspects of post-donation follow up of blood stem cell and marrow donors.

**RESPONSIBILITES**

* Facilitate post-donation medical follow up with donors including
* Administering and evaluating verbal health assessments at prescribed intervals following donation
* Handling post donation adverse events
* Coordinating post donation medical appointments as needed
* Ensuring timely and accurate entry and submission of electronic donor medical and follow up records
* Providing assistance for problem form resolution and error correction processing
* Coordinate post-donation patient and donor contact
* Ensure compliance with all standards, policies, procedures, and documentation requirements set by DKMS, registries, and regulatory authorities
* Ad hoc projects
* Occasional travel may be necessary

**REQUIREMENTS/QUALIFICATIONS**

Because the candidate will be working with donors on a daily basis, it is essential to have excellent communication and active listening skills. The ideal candidate must be highly organized and detail oriented. Accuracy in reviewing and completing data forms and case note documentation is essential.

* Bachelor’s degree required; Master’s degree preferred
* Two years’ work experience required; experience in a healthcare setting is required
* Knowledge of medical terminology, case-note documentation, and conducting medical histories is required
* Excellent interpersonal skills and the ability to work in a team environment
* Excellent written and verbal communication skills
* Very proactive work ethic and the ability to diligently meet targets
* Must be detailed oriented, highly organized and able to multitask efficiently
* Flexible, entrepreneurial spirit
* Proficiency in Windows and/or Mac OS, Word, Outlook, Excel, and internet searches required
* Foreign language desirable
* Case Management experience a plus

**To Apply:** Please send resumes and cover letters to dkmsrecruiting@dkms.org and place “Follow Up Coordinator” in the subject line.



