



WE DELETE BLOOD CANCER

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

Location

New York, NY – hybrid, office-based position

Background

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 Confirmatory Typing (CT) Coordinator works in the Confirmatory Typing Team with unrelated donors at the initial stage of the donor and patient matching process. The CT Coordinator facilitates registry and transplant center requests for registered donors to participate in high resolution and confirmatory testing.

Key Responsibilities

- Contact donors identified as potential matches for patients in need of a bone marrow or stem cell transplant to assess donor interest and availability
- Educate donors on the marrow and peripheral blood stem cell donation process
- Evaluate donors for medical suitability and eligibility using guidelines set by DKMS and the National Marrow Donor Program (NMDP)
- Obtain informed donor consent for blood tests
- Facilitate high resolution and confirmatory testing through the coordination of laboratory appointments nationwide
- Meet donor availability and scheduling metric goals consistently
- 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; NY DOH tissue procurement)
- Adheres to quality assurance procedures to ensure donor and patient confidentiality
- Assists in creation and maintenance of departmental Standard Operating Procedures per required regulations
- Assists in investigation of Quality Assurance incidents and occurrences.
- Ad hoc activities including research, quality assurance, and process improvement projects. Additional duties may be assigned. Management retains the discretion to add to or change the duties of the position at any time.
- Flexibility to work remotely outside of core business hours (weekends) for donor outreach as needed by the department.
- Occasional travel may be necessary
- Shifts 8:30AM-5:00PM with weekly staggered shift of 1PM-9PM with possibility of weekend shift once a month

Requirements/Qualifications:



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Because the candidate will be working with potential 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 completing data forms and case note documentation is essential.

- Bachelor's degree required
- Minimum of two years related work experience to include customer service or patient care; or equivalent combination of education and experience
- Be able to work from 8:30am-5pm Monday to Friday/1pm – 9pm Monday to Friday. 10am – 2pm Saturdays. Sundays as needed.
- Knowledge of medical terminology, case-note documentation, and conducting medical histories is preferred
- 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; experience with NMDP StarLink systems a plus; foreign language desirable

How to apply:

If you or anyone you know are interested in applying for this position, send the cover letters and resumes to Careers@Dkms.org. Please list "Workup Coordinator" in the subject line.

1. A proactive, flexible and friendly manner, with good team-working skills.
2. Willingness to travel internationally on limited occasions.