

## **JOB DESCRIPTION**

**Title:** National Marrow Donor Program (NMDP) Community Engagement Representative

**Dep.:** Community Resources

**Date:** September 22, 2015

**Employee:** Regular, Full-time

**Supv:** National Marrow Donor Program Manager

**Exempt [X] Non-Exempt [ ]**

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### **General Statement**

This position is responsible for the recruitment center responsibilities of the National Marrow Donor Program's (NMDP) Be The Match (BTM) registry, including but not limited to the recruitment of committed bone marrow donors, educational presentations/community outreach, fundraising, blood drive planning, related computer programs, supply management, NMDP campaigns, blood center initiatives, and volunteer management. Works under the direction of RRVBC PR Manager on various promotion efforts. Works with blood drive recruiters, organizations, families, corporations and community groups to promote donor awareness and recruit suitable, committed donors. Position requires use of own vehicle, flexible work schedule including weekends and evenings. Position is responsible to assist in activities for the donor center and apheresis center with special focus on activities related to donor search and as assistant to the Red Shoe Run for Donor Awareness.

### **Duties and Responsibilities**

- Responsible for sending samples for testing & registration forms for data entry within 5 days of the drive.
- Responsible for maintaining the NMDP database.
- Responsible for program funds for the testing of the donors.
- Responsible for recruitment of both suitable and committed BTM donors within the specified recruitment area, within but not limited to southern Wisconsin and northern Illinois. NMDP does not restrict any recruitment area. The ideal service area is approximately a 150 mile radius of RRVBC fixed site locations. Performing all functions of adding a person to the registry, coordinates BTM marrow registration drives with blood centers such as RRVBC, ARC, Heartland BC, etc., organizes and completes stand-alone BTM recruitment drives and communicates familiarity with the next steps in the donation process including search stages, work up and collection methods.
- Pre-Screen and prepare donors for post recruitment survey, recruiting only those donors who are both suitable and committed.
- Handles field calls and inquiries as appropriate within a timely manner. It is recommended that the response to any referral be initialed within a 24 hour timeframe.

- Provides current and accurate information to educate the media/public to the need for BTM donors and sets up new or pre-existing BTM Marrow Registration Drives.
- Adheres to all policies set forth by RRVBC as well as all appropriate regulatory guidelines including but not limited to GMPs, GTPs and FDA.
- Reviews all BTM recruitment materials to comply with the appropriate regulations and guidelines. Notifies NMDP/BTM Manager when those regulations and guidelines change.
- Maintains both manual and electronic office files of BTM materials and assists with NMDP BTM related SOPs to comply with appropriate regulations and guidelines.
- Works with Community Resources Department Staff and Hemasphere to fully utilize potential drive capacities.
- Works closely with other Community Resources personnel to form a cohesive team.
- Coordinate with other departments to maximize efficiency, proper use of staff and resources, and meet all center goals.
- Shares in responsibility for maintaining security in CR office area.
- Communicates frequently with the BTM recruiters through BTM recruiter email/Facebook page, webmail, updates the NMDP Starlink system as necessary and monitors the web based BTM recruiter website. Attends recruitment conference calls, BTM training webinars/conference calls.
- Participates on the RSR committee as an active team member working closely with the NMDP Community Engagement Liaison.
- Cross train to learn NMDP Community Engagement Liaison role in order to provide back up during absence or during high volume activity.
- Utilizes donor work up and collection as a potential opportunity for relationship building to result in community outreach, registration opportunities and donor advocacy.
- Attends local, regional & national meetings as time and budgets allow.
- Provides reports of activities and status updates as necessary to NMDP BTM Manager.
- Report to the NMDP/BTM Manager by 9 a.m. each day to provide a brief synopsis of expected activity for that day. Report can be via e-mail or phone.
- Completes Training and functions as a RRVBC NMDP Courier.
- Represents RRVBC in a positive, professional manner and ensures that our Mission, Vision and Values are represented to the public/media effectively.
- Maintains excellent customer service to RRVBC hospitals, physicians, clinics, patients, donors, the public, and other RRVBC staff.
- Achieves annual recruitment and fundraising goals.
- Achieves parameters set by BTM related to drive completion, forms/buccal swab shipping deadlines, commitment surveys and Tier Recruitment Center Performance.
- Responsible for turning in monthly expense forms.
- Performs other duties as assigned.

“The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the incumbent in this position.”

## **Qualifications Required**

### **Education:**

- High School Diploma or equivalent.
- Bachelor Degree preferred will consider an Associate Degree in a related field or equivalent experience in related field.

### **Experience:**

- 2 years' experience in recruiting, sales, business development or related field.
- 1 year experience in clinical setting beneficial.

### **Experience Includes:**

- Strong new donor recruitment, customer service and public relations skills.
- Strong PC skills with proficiency in Microsoft Office.
- Strong written, presentation and verbal communication skills.
- Strong detail orientation, multi-tasking and time management skills.
- Strong familiarity with social media platforms
- Good understanding of compliance and regulatory guidelines, such as FDA, OSHA, CLIA, etc.
- Ability to communicate RRVBC Mission, Values, and Needs effectively to the public/media.

*Any combination of equivalent education and work experience will be considered.*

### **Competencies Required:**

- Attention to Detail/Handling Detail
- Independence/Ownership
- Communication
- Passion for the Mission
- Integrity
- Customer Oriented
- Technical/Professional Knowledge
- Time Management
- Results Oriented

**The Physical Aspects of the Position (Check all that apply)**

- 1. *Climbing* - Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- 2. *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing, or crouching on narrow, slippery or erratically moving surfaces.
- 3. *Stooping* - Bending body downward and forward by bending spine at the waist.
- 4. *Kneeling* - Bending legs at knee to come to a rest on knee or knees.
- 5. *Crouching* - Bending the body downward and forward by bending leg and spine.
- 6. *Crawling* - Moving about on hands and knees or hands and feet.
- 7. *Reaching* - Extending hand(s) and arm(s) in any direction.
- 8. *Standing* - Particularly for sustained periods of time.
- 9. *Walking* - Moving about on foot to accomplish tasks, particularly for long distances.
- 10. *Pushing* - Using upper extremities to press against something with steady force order to thrust forward, downward or outward.
- 11. *Pulling* - Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
- 12. *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position to position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.
- 13. *Manual dexterity* - Picking, pinching, typing or otherwise working, primarily with the fingers rather than the whole hand or arm as in handling.

14. *Grasping* - Applying pressure to an object with the fingers or palm.
15. *Talking* - Expressing or exchanging ideas by means of the spoken word. Those activities in which you must convey detailed or spoken instructions to other workers accurately, loudly or quickly.
16. *Hearing* - Perceiving the nature of sounds. Ability to receive detailed information through oral communication, and to make fine discriminations in sounds such as when making fine adjustments on machinery.
17. *Repetitive motions* - Substantial movements (motions) of the wrist, hands, and/or fingers.

### The Physical Requirements of the Position (Check one)

1. *Sedentary Work* - Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, push, pull or otherwise move objects, including the human body.  
Sedentary Work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
2. *Light Work* - Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of force greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
3. *Medium Work* - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
4. *Heavy Work* - Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
5. *Very Heavy Work* - Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

### The visual acuity requirements including color, depth perception and field of vision (Circle one)

1. *Machine Operations* - inspection, close assembly, clerical, administration - This is a minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, or visual inspection.

- 2. *Mechanics* - skilled trades people - This is a minimum standard for use with those whose work deals with machines such as power tools, lathes and drills.
- 3. *Mobile Equipment Operators* - This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high equipment.
- 4. *Other* - This is a minimum standard basis on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

**The Conditions the Worker will be Subject to in This Position (Check all that apply)**

- 1. The worker is subject to inside environment conditions.
- 2. The worker is subject to outside environment conditions.
- 3. The worker is subject to both environmental conditions. (Activity occurs inside and outside)
- 4. The worker is subject to extreme heat or cold for periods of greater than one hour.
- 5. The worker is subject to noise which would cause them to have to shout.
- 6. The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, chemicals, etc.