

A nonprofit, Rocky Mountain Children's Health Foundation is the parent organization of Mothers' Milk Bank and the Stink Bug Project. Our Mission is: *to enhance the quality of life for pediatric patients and their families in the Rocky Mountain region.*

Position Title: Donor Relations Coordinator for Mothers' Milk Bank **Date:** 4/26/2017

Reports to: Donor Relations Manager

Department: Operations

General Purpose

Responsible for all areas of human milk donor screening including but not limited to answering phones, conducting verbal and written screening, performing chart review and donor approval.

Essential Duties/Responsibilities

- Provides accurate and timely communication with donors, potential donors, recipients, hospitals, and with other departments
- Maintain HMBANA guidelines and evaluate new processes for adherence
- Develops and maintains Spanish-language donor screening and recruitment process
- Evaluate potential donors via phone conversations; assesses donor suitability based on APA recommendations
- Screens and approves donors in a timely manner; meets organizational goals for donor approval
- Adheres to HIPAA requirements and maintains confidentiality
- Detailed and accurate file preparation and maintenance on donors
- Maintaining contact with donors on at least a bimonthly basis to ensure updated and accurate illness and medication information
- Maintaining Milk Bank database records
- Performs lactation counseling for donors and recipient families
- Provide grief counseling for donor/recipient families if necessary
- Support milk distribution by maintaining recipient files

Other Duties/Responsibilities

- Works in tandem with other MMB staff members; assists with daily tasks as requested. Crosstrains to back-of-house duties.
- Participates in continuing education and outreach.
- Other duties as assigned.

Employees are held accountable for all duties of this job.

Job Qualifications

Knowledge, Skills, and Ability:

- Licensure/Certification: Certified Lactation Consultant (CLC) required (in progress is acceptable). IBCLC preferred.
- Language: Fluency in English and Spanish is required
- Knowledge of computer software and able to operate office equipment
- Extremely detail-oriented

Education or Formal Training:

College degree in a relevant field required.

Experience:

- Two years of experience in practical skills, clinical judgment and knowledge in lactation field.

Working Environment

- Works well in a stressful environment
- Excellent communication skills, with an emphasis on phone skills

Physical Activities

- Able to stand and move adeptly during course of day
- Able to lift up to 50 lbs (infrequently)
- Position may require contact with hazardous materials or biohazards

Note: *This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.*

Please submit resumes and cover letters to Rebecca.Heinrich@rmchildren.org. Position will remain open until a suitable candidate is hired.