



Mothers' Milk Bank

Colorado Based. Nationwide Reach.

Donor Relations Coordinator – Bilingual

Mothers' Milk Bank, a program of Rocky Mountain Children's Health Foundation

General Purpose

Responsible for all areas of 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
- Evaluate potential donors via phone conversations; assesses donor suitability in both English and Spanish
- 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.

Supervisory Duties

This position does not have supervisory duties



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Job Qualifications

Knowledge, Skills, and Ability:

Licensure/Certification: Certified Lactation Consultant (CLC) required. IBCLC preferred.

Language: Fluency in English and Spanish 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

Job Summary

Location – 5394 Marshall Street, Suite 400, Arvada, CO 80002

Job Type – Full time

Salary -- \$17-19 / hour

Industry – Healthcare Services, Nonprofit Charitable Organization

To apply: Please email cover letter and resume to Rebecca Heinrich at Rebecca.heinrich@rmchildren.org.