

JOB DESCRIPTION

Job Title Associate, Work Up - DRM	Department Donor Request Management
Reporting to Head - Donor Request Management	Experience eligibility: >2 years

About us

DKMS BMST Foundation India is a non-profit organization dedicated to the fight against blood cancer and other blood disorders, such as thalassemia and aplastic anaemia. Our aim is to improve the situation of patients suffering from blood cancer and other blood disorders in India and throughout the world, by raising awareness about blood stem cell transplantation and registering potential blood stem cell donors. By doing this, DKMS-BMST provides patients in need of a blood stem cell transplant with a second chance at life. DKMS-BMST is a joint venture of two reputed non-profit organisations: BMST (Bangalore Medical Services Trust) and DKMS, one of the largest international blood stem cell donor centres in the world.

Read more about DKMS-BMST at www.dkms-bmst.org

Mission: To give as many blood cancer and blood disorder patients as possible a second chance at life.

Working Hours: 9:30 am to 6:15 pm

About the Department

Donor Request Management

The department is responsible for liaising with and supporting our donors who have been identified as potential stem cell matches for a patient. This includes the evaluation of their medical suitability and eligibility. The team manages all processes, from blood testing, medical examination, and appointments to donations. They guide and advise the donor at all stages and coordinate the communication between the involved international and national parties.

Position Summary

An Associate, Work Up - DRM, is primarily responsible for collaborating in the secondary phase of the donor and patient matching process for unrelated donors, with a focus on facilitating stem cell donations from unrelated donors.

This position necessitates regular engagement with vital stakeholders, both domestically and internationally, which encompasses the DKMS International Medical Team, prospective and verified stem cell donors, healthcare experts, National and International Stem Cell Registries, as well as counterparts within various DKMS entities worldwide.

Key Responsibilities

- Notify donors that they have been identified as a potential stem cell match for a patient, to educate and consent donors and facilitate the management of the donors' stem cell collections.
- Work within the Indian Workup team managing the coordination of peripheral blood stem cell donations between identified stem cell donors and one of DKMS-BMST's stem cell collection centres.
- Carry out information sessions with identified donors to ensure they are fully and adequately prepared for stem cell donation and collection (paying particular attention to ensure that the donor gives informed consent).

- Evaluate donors for medical and non-medical factors affecting suitability and eligibility using guidelines set by DKMS-BMST and national regulations, including referring for further medical assessments where required.
- Schedule and manage donor medical assessments, working closely with the patient's team and medical advisors to facilitate donor medical clearance.
- Responsible for communicating with national and international transplant physicians and managers to complete the required documentation within designated timelines.
- Work with DKMS-BMST internal databases to record and document accurate donor case notes.
- Communicate and liaise closely with specialist courier companies to schedule national and international transport of stem cell products.
- National travel will be required to meet with donors and facilitate managing the donors' stem cell collection at DKMS-BMST's stem cell collection centers.
- Manage the relationships with DKM-BMST's stem cell collection centers, ensuring they adhere to DKMS global standards. This includes regular conference calls and face-to-face meetings.
- Work closely with DKMS-BMST's finance team to ensure all supplier invoices are paid on time and contract terms are met.
- Represent the Donor Request Management team at local and international DKMS working groups, inputting into organizational projects, as required.
- Work closely with the DKMS international medical team and other DKMS organisations in other countries to contribute to the quality and efficiency of DKMS-BMST policies and processes.
- Respond to and investigate any quality incidents and adverse events, including providing recommendations for corrective and preventative actions.
- Work with the Head of Donor Request Management to resolve any donor and transplant center complaints and respond as necessary.
- Ensure compliance with all medical/health-related standards, policies, procedures, and documentation requirements set by DKMS-BMST, registries, and regulatory authorities such as the National Blood Transfusion Council (NBTC).
- To keep up-to-date with developments and learning in the field of stem cell donation and comply with the organization's health and safety, confidentiality, data protection, and other policies.
- To participate in staff training, organization/team meetings, and events, as required.
- Perform any additional tasks, as requested by the Line Manager /Head of Department which may be required from time to time.

Key Skills

- Excellent written and verbal communication skills.
- Excellent interpersonal skills, including active listening skills.
- Strong attention to detail and accuracy, and be able to multitask efficiently
- Ability to work to and achieve clear targets and deadlines.
- Very proactive work ethic and ability to work on own initiative.
- Flexible approach with the ability to adapt to new and changing situations.
- Good IT skills, including the use of MS Office (Outlook, Word, Excel, and PowerPoint).
- Ability to work with an understanding of donor and patient confidentiality.
- Strong passion for DKMS-BMST's mission and values and a high degree of sensitivity and empathy
- Zeal to work with an NGO for a Lifesaving cause

Qualifications:

- Any Bachelor's Degree (preferably in healthcare background)
- >2 years of work experience in any field.
- Previous experience working with large databases and electronic medical record (EMR) systems is preferred.