

**JOB DESCRIPTION**

<b>Job Title</b> Associate – DRM	<b>Department</b> Donor Request Management
<b>Reporting to</b> Head - DRM	<b>Experience eligibility:</b> >1 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](http://www.dkms-bmst.org)

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

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

**Position Summary**

The Associate - DRM works with unrelated donors at the initial and final stage of the donor and patient matching process. The Donor Request Coordinator facilitates registry and transplant center requests for registered donors to first participate in confirmatory testing and later on to possibly donate. The Donor Request Coordinator organizes and attunes all aspects of the donation process.

Under the leadership and direction of the Head of Donor Request Management, the Associate – DRM provides effective administrative leadership and management in the daily operations of the department of Medical Affairs. He/she develops and supports standard work processes as per the guidelines of the World Marrow Donor Association (WMDA) and the standard operating procedures of DKMS-Germany, with the goal of ensuring safety, quality, efficiency and donor centered care. He/she is also involved in program and budgetary planning and is responsible for ensuring that strategic goals of the medical department are met

**Key Responsibilities**

- Contact donors identified as potential matches for patients in need of a PBSC (Peripheral Blood Stem Cell Donation) transplant to assess donor interest and availability.
- Educate donors on the peripheral blood stem cell donation process.
- Evaluate donors for medical suitability and eligibility using provided guidelines.
- Obtain informed donor consent for blood tests.
- Facilitate confirmatory testing through the coordination of laboratory appointments nationwide.
- Facilitate all aspects of the donor workup process including:
  - Evaluate donors for medical and non-medical factors affecting suitability and eligibility using applicable guidelines.
  - Coordinate physical exams, lab work and additional medical appointments as needed.
  - Coordinate peripheral blood stem cell donations.
- Ensure compliance with all standards, policies, procedures, and documentation requirements set by BMST, International registries, and regulatory authorities.
- Manage and monitor the day to day department operations.

**Key Skills**

- 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 documentation is essential.
- Knowledge of medical terminology, case documentation, and conducting medical histories is preferred.
- Excellent interpersonal skills and the ability to work in a team environment.
- Strong counseling skills.
- A high level of sensibility, empathy and compassion when working with our donors in addition to the ability to advise personally and competently.
- Excellent English Language Skills. Other spoken languages such as Hindi, Kannada and other South India languages preferred.
- Ability to maintain strict confidentiality in his/her work, exercising good judgment and discretion at all times.
- Accomplished at working in an environment that is demanding, fast-paced, where there are competing needs and at times, limited resources.
- Zeal to work with an NGO for a Lifesaving cause

**Qualifications:**

- Bachelor's Degree, with experience in the health care industry / hospital industry. Candidates with nursing background also preferred.
- >1 years work experience in a healthcare setting is required or any combination of education and experience which would provide an equivalent background.