

# CAREER PROFILES

HOSPITAL & FAMILY SERVICES

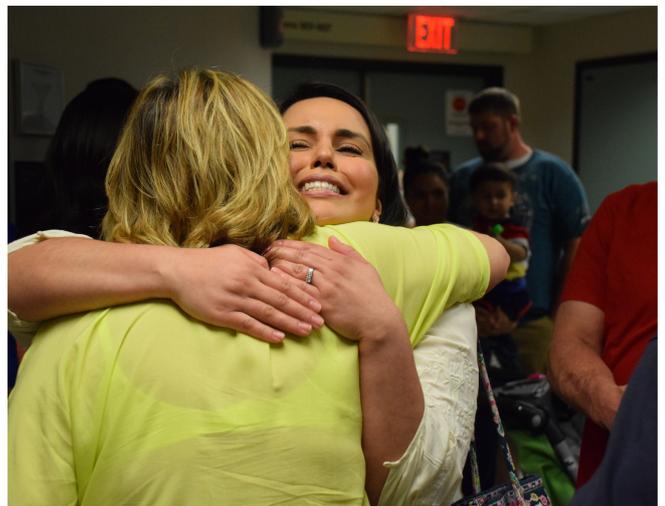
## FAMILY SERVICES COORDINATOR

### OVERVIEW

The Family Services Coordinator will conduct services related to STA Family Services programs to families of potential organ donors and will follow up through the STA Aftercare Program. The Family Services Coordinator is a dual advocate who responds to potential donor families in a respectful and sensitive manner at all times to ensure the needs of the family are met while advocating for potential recipients in need of transplants. Engages with Clinical and Hospital Services leadership to foster, promote and sustain cross-departmental collaboration in support of optimal outcomes.

### EDUCATION & WORK EXPERIENCE NEEDED

- Bachelor's degree is preferred in Counseling, Ministry, Social Work or Psychology or equivalent experience working with families in crisis.
- Bereavement Facilitator certification preferred within one year of employment.
- Excellent communication skills required. Must have the ability to communicate effectively with all levels of personnel and to represent the organization professionally.
- Ability to work both independently and as part of a team required.
- Ability to cope with high levels of stress and able to handle a heavy workload.
- Ability to travel in light and commercial aircraft, or drive *his/her personal auto* in order to meet all job duties and responsibilities. Current Driver's License required.
- Proficient in MS office, Word, Excel, Power Point.





Southwest Transplant Alliance (STA) is a non-profit organization that serves as the bridge between those who make the decision to donate their organs and tissues and those who need a lifesaving transplant.

## **Our Purpose and Core Values**

STA's purpose is to save lives through organ and tissue donation and transplantation. We can accomplish our mission when all employees believe in our core values of being passionate, selfless team players.

Our caring and compassionate staff offer hope to those facing the devastating loss of a loved one. Our team works in hospitals to guide grieving families through the organ and tissue donation process and to provide the clinical services needed to recover, prepare and transport organs and tissues for those awaiting a lifesaving transplant. STA is also committed to educating the public about the need for donation and the importance of donor registration by supporting the Donate Life Texas registry.

## **An Important Role Provided Across the State**

STA plays a vital role in the recovery of donated organs and tissues for transplant. We are part of a nationwide network of agencies responsible for the coordination of the recovery and allocation of organs and tissues within our federally designated service area.

STA is affiliated with 11 hospital transplant centers that perform organ transplants. We work with these partners, along with the staff of more than 280 hospitals in 96 counties in Texas.

## **CONNECT WITH US**

