

## UW HEALTH JOB DESCRIPTION

### Independent Living Donor Advocate - Transplant

Job Code: 540044	FLSA Status: Exempt	Mgt. Approval: J. Myers	Date: 7.2018
Department: Transplant		HR Approval: M. Buenger	Date: 7.2018

#### JOB SUMMARY

The Independent Living Donor Advocate (ILDA) is a Clinical Social Worker who operates as a member of the clinical transplant team to provide a wide array of clinical services to living donors and their families throughout the donor care continuum. This position promotes safe evaluation, care, and support for living donors. The advocate will serve as both a living donor advocate and clinical social worker for the Living Donor program.

The advocate conducts pre-transplant psychosocial clinical assessments of all potential living donors, assesses and affirms aspects of informed consent, and provides supportive services throughout the donation process. This position collaborates closely with other organ donation team members to provide candidacy recommendations and promote positive psychosocial outcomes for living donors. Along with other members of the transplant team, the advocate assists in the long-term psychosocial and resource management of patients after donation. Within that responsibility is the expectation that patients' health and psychosocial needs will be monitored across the total health care continuum—from the community to the transplant office, the outpatient clinic, the inpatient unit and back to the community.

This position functions as a liaison to the transplant team, to ensure the team is adequately informed of any identified risk associated with donation, and assists with weighing the magnitude of the risk.

#### MAJOR RESPONSIBILITIES

##### Assessment

- Provides clinical assessment and supportive services for donors and those considering donation to promote positive psychosocial outcomes.
- Conducts phone assessment/ psycho-education in at-risk cases.
- Conducts a thorough psychosocial evaluation for candidacy to donate including but not limited to:
  - Social History and Support System
  - Lifestyle Factors impacting decision to donate
  - Mental and Psychiatric Status/Past and Current
  - Substance Use History
  - Financial/Insurance/Work impacts
  - Motivation
- Assesses psychosocial factors affecting donor readiness and decision-making.
- Affirms informed consent element (e.g., presence of ambivalence, family pressure, learning or understanding barriers)
- Assesses understanding of donor process & risks (medical, surgical, and psychosocial, and expected recipient treatment options and outcomes)
- Affirms understanding of psychosocial consequences of donation (e.g., lost wages) along with psychosocial risks of donation (e.g., mood disturbance, family disruption, relapse. etc.)
- Provides candidacy recommendations to the team
- Assesses donor motivation, decision-making, & readiness
- Evaluates presence of coercive pressure, risk factors for exploitation, risk/ evidence of secondary gain.
- Evaluate complex patient and family situations which have legal, ethical and psychosocial components.
- Collaboratively develops patient goals, monitors progress, addresses barriers to goal achievement and evaluates outcomes of individualized care plans.

##### Coordination of Services

- Facilitates Living Donor travel grants.
- Demonstrates and applies knowledge of State rules and Federal regulations that ensure safety, quality of life, and protection of patient rights.
- Collaborates with the donor nurse coordinator.
- Provides linkage to support services, psycho-education, and supportive counseling to donors and families.
- Collaborates with local providers.
- Assists with identification of support plans, coordination of time off work, and encouraging completion of a power of attorney for healthcare.
- Provides follow-up as indicated regarding psychosocial outcomes (e.g., work, family, pain, mood).
- Provides telephone consultation and follow-up to meet patients' and families' psychological and adjustment needs. This requires the ability to recognize and address patient psychological issues and involving appropriate healthcare

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professionals as needed.

- Recommend consultation requests as appropriate.
- Facilitates interventions to reduce psychosocial barriers to donation.

### Provide Support and Education

- Engage patient/family in the treatment and decision-making process with respect to patient rights, principles of confidentiality, respect for patient privacy, and right to self-determination.
- Utilizes crisis intervention, conflict resolution, and mediation to address patient/family concerns.
- Provide age specific education and information to patient/family, particularly related to coping, community resources and advocacy.
- Provide interventions which demonstrate knowledge of, and sensitivity toward cultural diversity and the spiritual, developmental, and educational backgrounds of the population served.
- Participates in paired exchange communication and teaching
- Provides psycho-education about donor rights and process
- Confirms receipt of all education regarding medical, surgical, and psychosocial risk.
- Assists with closing out process, including alibi, should candidate decide not to proceed.

### Program Development

- Develops, implements and evaluates comprehensive patient education programs.
- Participates in the development and execution of quality assurance programs and projects, including performance improvement projects.
- Assures that the UW Health Organ Transplant Program remains in compliance with the National Organ Procurement and Transplant Network (OPTN), CMS and TJC, established by the Federal Government.
- Actively participates in developing the LD Mentor program
- Provides community education to help educate and create awareness of the living donor program
- Participates in teaching activities at UW Health for physicians, social workers, registered nurses, allied health professionals and for students in those disciplines as it relates to living donation.
- Develops and presents information to professional groups regarding the provision of psychosocial assessment and interventions within living donation.
- Develops and present information to community groups regarding psychosocial support for patients and families in living donation.
- Participates in the development of educational materials regarding psychosocial aspects of adjustment and adaptation in living donation.
- Compiles information and data for UW Health Centers for Excellence applications.
- Collaborates with the team to assess any trends in complications.

### Research

- Supports planning of and participate in clinical research projects.
- Participates in the development and implementation of research protocols and interpret the protocols for participation of patient and family members.
- Collects and analyzes data for ongoing clinical research projects.
- Incorporates research findings into living donor program practice.

### Professionalism

- Maintains knowledge of current practices in transplantation, living donation, social work and healthcare.
- Identifies professional strengths and areas for growth and demonstrate professional development in formal and informal learning experiences.
- Participates in professional organizations related to living donor social work.
- Participates in local, regional and national conferences on living donation.
- Develops support groups for patients and family members both within the immediate health care system, as well as network statewide for creation and expansion of support groups for current and past patients within our statewide network.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education

Minimum

Master's Degree in Social Work

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	Preferred	Experience/student internship in a health care setting.
Work Experience	Minimum	Two (2) years post-Masters experience in health-related social work.
	Preferred	Three (3) or more year's social work experience-in transplant or related social work experience.
Licenses & Certifications	Minimum	Certified Advanced Practice Social Worker (CAPSW) or Certified Independent Social Worker (CISW) or Licensd Clinical Social Worker (LCSW)
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Demonstrate proficiency in medical and psychosocial risks associated with living donation and living donor transplantation.</li> <li>• Ability to independently plan and schedule work and daily schedule.</li> <li>• Ability to prioritize clinical issues and case manage a large number of patients/families in various stages of the living donation process.</li> <li>• Assessment and evaluation skills.</li> <li>• Knowledge of hospital settings and the impact of disease on patients and their support systems.</li> <li>• Ability to work independently, while collaborating effectively as a team member with other health professional team members.</li> <li>• Proven skills in identification of stressors affecting patients and their families.</li> <li>• Knowledge of and ability to work within a complex health care system is required in this position.</li> <li>• Skill in verbal and written communication is required to provide patient and families as well as multiple caregivers and various hospital departments with information necessary for patient care.</li> <li>• Ability to work autonomously and utilize organizational skills is essential to successfully provide the diverse services that patients and families require.</li> <li>• Ability to respond to consultation requests from physicians, other hospital disciplines and community professionals.</li> <li>• Demonstrated creative problem-solving approaches to address complex situations.</li> <li>• Ability to apply critical thinking and conflict resolution skills.</li> </ul>

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

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	sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.