

NATIONAL MARROW DONOR PROGRAM® (NMDP)/BE THE MATCH®
DONOR CENTER COORDINATOR
RESPONSIBILITIES AND QUALIFICATIONS

***NOTE:** This document refers to requirements of the National Marrow Donor Program® (NMDP)/Be The Match® (referred to as NMDP throughout the remainder of this document.)*

RESPONSIBILITIES:

1. Perform or supervise NMDP-related activities at the donor center.
2. Provide appropriate education on the stem cell donation and the transplant process to the general public, potential donors/registry members, and donors.
3. Carry out or coordinate the:
 - a. receipt, completion, and follow-up of donor search requests;
 - b. education, consent, and health history screening of volunteer stem cell donors;
 - c. scheduling, collection, and transportation of blood samples for testing; and
 - d. stem cell donation and transplant with transplant center(s) and marrow or apheresis collection center(s); ensure volunteer couriers designated by the donor center comply with and complete NMDP Courier Training.
4. Offer donor advocacy services for all potential donors/registry members and donors.
5. Interact with multiple internal NMDP departments, HLA typing laboratories, and repositories regarding donor testing and related projects.
6. Provide donor follow-up post-donation.
7. Ensure adverse events relating to NMDP donors and planned/unplanned deviations are managed and promptly reported.
8. Participate in the NMDP-related research projects and protocols; submit donor samples to research repository as required.
9. Ensure accurate completion and timely submission of NMDP data forms in compliance with Center for International Blood and Marrow Transplant Research (CIBMTR) reporting requirements to the NMDP.
10. Maintain potential donor/registry members, donor, and patient confidentiality and ensure relevant donor center staff comply with and complete NMDP Confidentiality Training.
11. Maintain accurate computerized donor records.
12. Submit charges to NMDP per NMDP guidelines.
13. Communicate and comply with NMDP operational policies, procedures, research protocol, Donor Center Participation Criteria and Standards.
14. Ensure center meets established Continuous Process Improvement (CPI) compliance.

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15. Notify the NMDP of any significant changes to the center's personnel (e.g. medical director, coordinator), facilities, accreditations, FDA registration (if appropriate), or support services.
16. Complete and submit NMDP's annual Network Renewal survey.
17. Grant or request access to STAR Link®, FormsNetSM/FormsNet3SM, Network Delivery Report, and the NMDP Network website for trained coordinators, other donor center staff, partnering recruitment centers, and supporting NMDP staff (e.g. KitMaker, Call Back Unit, Donor Services and Liaisons), as appropriate.

QUALIFICATIONS:

1. Experience in:
 - a. Health history screening
 - b. Blood product regulations
 - c. Donor/registry member counseling and education
 - d. Confidential data management
 - e. Basic office computing
 - f. Volunteer management
 - g. Oral presentations
 - h. Public education
 - i. Human subject protection (if donor center uses the NMDP IRB)
2. Knowledge of Good Tissue Practices (GTP) and Good Manufacturing Practices (GMP).
3. Knowledge of HLA system and hematopoietic stem cell transplantation.
4. Organizational skills, including program development experience.
5. Ability to communicate clearly and interact well with people.
6. Self-directed; able to work independently.
7. Flexible working hours to include some evenings and weekends and limited travel.