



**Job Title:** Donor Specialist  
**Status:** Full Time, Non-Exempt

**Reports to:** Clinical Program Coordinator  
**Anticipated Starting Wage:** \$16/hour

**Organization/Position Summary:**

The Milk Bank (TMB) is a non-profit human milk bank dedicated to combatting infant mortality. TMB provides pasteurized donor human milk for premature and ill infants across the Midwest via Neonatal Intensive Care Units (NICUs), hospital inpatient units, and outpatient programs. The Milk Bank strives to ensure that every child has access to safe, lifesaving human milk and is committed to helping more infants celebrate their first birthday.

Under the supervision of the Clinical Program Coordinator and as a member of the clinical team, this position provides direct service and support to milk donors in a core case management capacity.

**Essential Duties and Responsibilities:**

- Accountable to achieving or exceeding process targets for donor screening, approval, follow up, and general support and education. Responsibilities will be divided with role differentiation among donor specialists for certain aspects of the donor support processes.
- Responds to inquiries regarding the milk donation process and provides information to potential donors and to the community.
- Coordinates and counsels milk donors through the screening process following TMB policy and HMBANA national safety standards, in accordance with HIPAA regulations.
- Maintains accurate, ongoing, and organized documentation, including timely clinical charting and data entry.
- Liaises with health care providers to insure timely and accurate completion of donor medical release forms.
- Communicates sensitively with all milk donor applicants as they share their medical histories and lifestyles and is especially empathetic with grieving milk donors following the loss of a baby.
- As needed, represents TMB at outreach or donor events and presents information on TMB programs and services in a professional manner.

**Required Professional Characteristics:**

- Demonstrated commitment to equity and inclusion efforts including attention to combatting health disparities.
- Demonstrated excellent customer service skills, including professional and timely communication with clients and external partners via phone and electronic communication platforms
- Detail-oriented for accurate completion of repetitive yet critical data entry tasks.

- Strong organizational skills with the ability to multitask, prioritize, think critically, and respond promptly to daily correspondence from donors without compromising quality of service.
- Demonstrated active listening and counseling skills.
- Ability for effective case management coordination among internal teams and external stakeholders.
- Organize, track, and maintain accurate data in multiple systems/formats.
- Handles competing priorities while consistently meeting deadlines.
- Ability to work independently while contributing to a collaborative team environment.
- Excellent time management skills and superb work ethic.
- Ability to problem solve, while seeking solutions for program improvement.
- Actively seeks to give and receive constructive feedback.
- Flexibility in supporting other duties as assigned.

**Experience and Education:**

- Associate degree or similar combination of education and experience.
- Experience in case management or care coordination and data entry.
- Must be proficient in basic computer literacy, including Excel and Google Sheets, and willing to learn new technology.
- Experience in a human services field such as healthcare, social work, counseling, or education is desired.
- Preferred qualifications (not required): Bachelor's Degree, Certification in a health science field, Spanish language fluency.

**The Milk Bank Values and Culture:**

The Milk Bank is a small team that strives for high levels of collaboration while maintaining clear role definitions and accountability. Successful team members value self-awareness, a problem-solving orientation, comfort with clear feedback and direct communication, the ability to manage change, a priority on equity and strong customer service mindset.