



The [Minnesota Milk Bank for Babies](#) (MMBB), a nonprofit organization, collects, processes, and dispenses pasteurized donor human milk to premature and medically vulnerable infants. The mission of MMBB is to improve health outcomes of babies in Minnesota and surrounding states by ensuring that medically fragile infants have access to safe and nutritional donor human milk when mother's milk is unavailable or in low supply.

General Purpose

The MMBB, a 501(c)3 non-profit, is seeking a full-time Donor Coordinator to assist with screening donors interested in sharing their extra breast milk. The donor coordinator adheres to accreditation guidelines from the Human Milk Banking Association of North America, licensing standards from the Minnesota Department of Agriculture, and standard operating protocols (SOPs) of the MMBB. This position provides opportunities for growth in an organization that improves maternal and child health through human milk feeding for medically vulnerable infants.

Position Title: Donor Coordinator

Position Type: Full-time, Hourly, 40hrs/wk

Reports to: Milk Bank Donor Manager

Location: Hybrid on-site & remote work

Essential Duties/Responsibilities

- Recruit, screen, and interview prospective donors by phone who have extra milk beyond what their infants' need.
- Verify donor eligibility through verbal interview and review of written or online forms.
- Educate donors about milk storage practices and expected guidelines to be following for milk donation.
- Fax and follow up with provider offices to confirm donor medical information.
- Confirm all screening interviews, applications, provider authorizations, consent forms, and lab work have been sent and are returned complete.
- Refer complex medical issues to Clinical Donor Coordinator and/or Medical Director(s).
- Notify the Clinical Donor Coordinator or Medical Director when all donor information, authorization and consent forms, and test results are complete for final approval.
- Work closely with Donor Coordinator(s), Medical Director(s), Depot Coordinator, and Executive Director to facilitate donors' approval process and to identify and resolve issues that arise.
- Follow-up electronically with donors to ensure accurate, up-to-date health information.
- Enter and maintain accurate data in spreadsheets and in a customized cloud-based data management system.
- Assist with sustaining the Bereavement Program.
- Assist with coordination of approved donor milk drop off at milk depots or at the milk bank.
- Participate in all-staff meetings either remotely or on-site.
- Attend all staff meetings, donor coordinator meetings, and approved trainings relevant to milk bank donor operations.
- Refer questions or issues to the Clinical Donor Coordinator, Executive Director or Medical Director as needed.
- Assist with outreach efforts such as staffing exhibit tables on behalf of the milk bank.
- Maintain confidentiality of donor records in compliance with HIPAA.

- Assist with other duties that may arise.

Qualifications:

- Adaptable and willing to work as a team in a growing non-profit.
- Minimum of 3 years of experience in a medical or social service setting.
- Lactation training in community or hospital setting.
- Ability to understand and execute complex screening guidelines completely and accurately.
- Knowledge of breast/chest feeding and lactation.
- Highly attentive to details and keeps meticulous, accurate, complete, audit-ready record-keeping.
- Ability to communicate effectively and empathetically with donors and bereaved families, hospital lactation staff, health care providers, milk depot coordinators, and the public.
- Ability to think critically and problem-solve through issues that arise.
- Excellent written and verbal communication skills.
- Ability to speak Spanish preferred.
- Comfortable with computer work for extended periods of time.
- Proficient with computer and communication technology.
- Experience with MSOffice 365 products particularly with MS Word, Excel, Teams, and Outlook.

Minimum Education or Formal Training

High School diploma/GED. College degree preferred.

Breastfeeding training course such as CLE, CLC, CLS, or LEC.

International Board-Certified Lactation Consultant – preferred.

Work Environment

Growing, non-profit in its seventh year of operation.

Team-based work environment with staff cross-trained to perform multiple duties when needed.

Hours

Full-time, hourly, 40 hours per week. Part time will be considered. Business hours Monday – Friday, 8am-4:30pm. Possible one day a week evening hours until 8pm. Flexible scheduling possible. Position allows for partial remote work after training and orientation are completed with weekly mandatory staff meetings and daily communication by MS Teams. On-site at least 2 days a week.

Pay & Benefits

Pay commensurate with skills and experience. PTO, paid holidays. Life/AD&D, health, dental, vision insurance available.

Note

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

Interested applicant should submit resume, cover letter, and 2-3 professional references on the [MMBB's Indeed.com](#) page. Application will remain open until a suitable candidate is hired. Background check required for those who are offered and intend to accept the position.

Minnesota Milk Bank for Babies is an Equal Opportunity/Affirmative Action employer.

EIN for the Minnesota Milk Bank for Babies: 46-0845657.