Family Support Counselor

Gift of Life Donor Program, the non-profit agency serving eastern Pennsylvania, southern New Jersey and Delaware, is responsible for recovering and distributing organs and tissues used in life-saving and life-enhancing transplants.

The Family Support Counselor is responsible for overseeing all aspects of Gift of Life’s Family Support Services program, the after-care support services program of the area’s Organ and Tissue Transplant Network. The counselor will develop and maintain programming and support services to assist the families of organ and tissue donors after the death of a loved one.

The Family Support Counselor contacts family members after the death of their loved one and provide those family members with follow-up services; Provides bereavement and grief counseling; Refers families to appropriate community organizations and resources; Speaks with donor families regarding their questions, concerns and requests; Fulfill daily requests for displays at funeral of donors; Makes follow-up calls at six-month anniversary of donor’s death; Reviews all correspondence between donor families and recipients; Sends anniversary notes at one-year anniversary of donor’s death; Facilitates updates on recipients’ progress for donor families; Interacts with transplant centers, other Organ Procurement Organizations, Gift of Life Donor Program staff and transplant professionals; Provides and presents programs to GLDP staff and outside professional organizations; Assists with facilitation of various support groups and annual Donor Remembrance Ceremonies.

Successful candidates must possess a Master’s Degree in social work, counseling, psychology, or other related field. License is preferred. Candidates must have a counseling background and experience working with both individuals and family groups on death and bereavement issues. Excellent communication skills and experience counseling individuals over the telephone is required. Candidates must be able to work 40 hours a week including at least one evening per week (11:30am-8pm). Ability to travel in geographic region served by Gift of Life Donor Program is required. Proficiency in Microsoft Office required.

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