



Mothers' Milk Bank Northeast

*Donor Screening &
Engagement Coordinator*

Role: Full-time (40 hrs/week)

Supervisor: Chief Program Officer

Salary Range: \$26-\$28 per hour

What is Mothers' Milk Bank Northeast All About?

At Mothers' Milk Bank Northeast, we believe that every baby deserves the chance to thrive. Our nonprofit organization provides safe, pasteurized donor human milk to hospitalized, medically fragile babies, ensuring they receive the nourishment they need to grow strong and healthy. Our mission is to support family and community health and provide equitable access to lifesaving donor milk. We're committed to the highest standards of safety, scientific integrity, and compassionate care. This is an exciting period of substantial growth at our organization.

About this position:

This role works with parents who have more breastmilk than their baby needs or who are bereaved, screens them for health and safety, and supports them through every step of considering and completing a breastmilk donation.

Responsibilities:

- Screen and approve potential human milk donors over the phone using clinical criteria.
- Work closely with donor parents to ensure they have a positive experience.
- Coordinate with medical providers to secure donor approval and documentation.
- Maintain detailed and accurate clinical records.
- Collaborate across the milk bank to ensure well documented and seamless process from donor screening, intake of milk donations, pasteurization and distribution.



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- Oversee volunteers, interns and/or junior staff as needed
- Support department in system improvements and processes
- Represent the milk bank at community events, conferences, coalition meetings.

Qualifications:

We understand that careers take many paths, and no candidate will have every quality listed here. Below are some of the key qualifications that a successful candidate is likely to have:

- Counseling and/or support services experience, preferably over the phone
- Lactation expertise including possible credentials such as IBCLC, CLC, or similar expertise in lactation
- Bilingual a plus
- Excellent written and spoken English skills
- Experience working as part of a team
- Strong computer skills including Microsoft Office Suite (Salesforce a plus)
- Excellent organizational and time management skills
- High energy and commitment to our mission
- A can-do attitude and a good sense of humor

Other Requirements:

Must be able to remain in a stationary position 50% of the time in a desk-based environment. Must be able to move throughout the office to access office equipment and other areas of the milk bank Must be able to move items weighing up to 30 lbs. including bags and boxes of frozen donor milk, milk bank supplies such as shipping boxes, and insulation for boxes. Must be able to enter and work in a walk-in freezer.

To Apply: Please send a thoughtful cover letter and résumé to Kyliia@milkbankne.org