

DONOR CARE SPECIALIST I POSITION DESCRIPTION

DEPARTMENT: Donor Care
SUPERVISOR: Fixed Site Manager/Donor Care Operations Supervisor
EMPLOYEE STATUS: Full-time/Part-time
WORK-SCHEDULE: Monday through Friday; occasional weekend or holiday
when necessary.
Hours: As Scheduled
Total Hrs/Wk: FT: 30+ hours/week, PT: 20+hrs/wk
WORK LOCATION: RRVBC fixed site, Mobile locations

GENERAL SUMMARY: Perform the duties involved in whole blood collection. These duties include donor phlebotomy, maintenance and quality control of equipment, and donor/community relations. It is imperative to provide a safe and pleasant experience for the donor as well as collecting a safe, high-quality blood product for the recipient.

REQUIREMENTS:

Education: Certified Nursing Assistant/Certified Medical Assistant or equivalent
Experience: Suggest one year of clinical experience
License/Certification: C.N.A./Certified Medical Assistant/Certified Phlebotomist
Other Skills: Good communication skills.

KNOWLEDGE, SKILLS, AND ABILITIES:

Required Knowledge and Skill Level

Knowledge: Technical
Reading: Technical
Writing: Basic and Technical
Communication: Person-to-Person, Phone, Group Presentation, and Group Discussion
Computing: Data Entry, Keyboarding Skill
Logic: Problem Solving and Calculations
Equipment: Operation, Maintenance
Administrative: Record Keeping

PHYSICAL DEMANDS:

Medium Work: Walking and/or standing for extended periods of time with occasional sitting. Bending and stooping. Must have the strength and ability to exert

up to 50 lb of force to occasionally carry, lift or move objects, Must have small muscle motor skills and adequate vision to confidently perform the phlebotomy stick. Basic keyboarding skills. Able to climb stairs on and off the buses or at a donor site. Able to work in close quarter.

WORKING CONDITIONS:

Inside, climate controlled (62-82 degrees)
Occasional outside, loading/unloading

EQUIPMENT OPERATION:

HemoCue
Genesis Blood Collection System
Dielectric Sealer

TRAINING REQUIREMENTS:

Annual cGMP Training
Monthly Department Inservices
CPR Certification
Annual OSHA Training
Quarterly CEO Meetings

FUNCTIONS:

ESSENTIAL FUNCTIONS: Please note the Essential functions of the position are defined by an "E" immediately following the number of the identified essential function, such as "J1E" would indicate that this function has been identified as an essential function of this position.

General Requirements**G1E Follow RRVBC policies**

- a. Maintain confidentiality of donor/patient information
- b. Maintain confidentiality of employee information

G2E Follow RRVBC Security Policies

- a. Ensure computer access security
- b. Ensure facility security

G3E Follow Standard Operating Procedures to perform job duties

- a. Record data in a timely manner
- b. Confirm records are accurate and complete
- c. Ensure records are legible and neat
- d. Make changes only as directed in SOP

G4 Adhere to RRVBC safety policies

- a. Practice safe work habits
- b. Document and report occupational injury/illnesses
- c. Implement safety corrective action

G5 Adhere to RRVBC attendance policy

- a. Notify supervisor when ill or other serious reason
- b. At work station and ready to begin work at start of shift
- c. Less than 3 occurrences of absence in a 3-month period
- d. Less than 4 occurrence of tardiness in a 3-month period, if applicable

Critical Control Points

C1-3E Perform Blood Collection

- a. Identify donor, assign appropriate bag and label materials
- b. Select an appropriate vein and properly prepare skin
- c. Inspect needle and perform venipuncture with the least amount of trauma
- d. Observe donor and record all necessary information
- e. Discontinue phlebotomy, strip tubing and mix blood bags

C4E Respond to Donor Complications

- a. Administer appropriate treatment
- b. Document actions taken in the treatment
- c. Make recommendations to donor for continuing care

C5E Perform Post Collection Activities

- a. Complete documentation of BDR and verify labeling of all materials
- b. Release donor and review records for completeness

C6E Handle product and sample properly

- a. Document and track collection exceptions
- b. Store products appropriately
- c. Segment tubing and store segments and sample tubes appropriately

C7 Maintain equipment and supplies as needed

- a. Calibration and maintenance is performed on schedule
- b. Perform and document quality control
- c. Record information about collection supplies

Job Requirements

- J1 Perform departmental duties as needed
 - a. Move department supplies to the storage areas of RRVBC
 - b. Answer the telephone in our area
 - c. Be aware of donor's appointments and provide timely service

- J2E Maintain good public relations
 - a. Answer donor and related questions politely and correctly
 - b. Inform donors and the general public of the purpose and needs of RRVBC
 - c. Explain the procedure to the donor/patient and family members

Other Requirements

- O1 Demonstrates understanding of being an engaged employee
 - a. Takes responsibility for behavior and actions
 - b. Proactively seeks out additional training or learning assignments
 - c. Contributes and responds to ideas that support RRVBC goals
 - d. Takes pride in appearance

- O2 Demonstrates understanding of being a productive team member
 - a. Contributes to the success of others
 - b. Interacts and works effectively with others
 - c. Treats others with dignity, courtesy and equality
 - d. Talks to people not about them

- O3 Demonstrates understanding of having a productive relationship with their Supervisor or Manager.
 - a. Willing to perform other duties as assigned
 - b. Volunteers for extra assignments and duties
 - c. Meets agreed upon deadlines set by themselves and Supervisors/Manager
 - d. Asks for feedback and understands that getting feedback is an opportunity for growth and understanding.
 - e. Communicates progress of tasks, setbacks and success.

- O4 Demonstrates understanding supporting RRVBC and its Vision, Mission and Values
 - a. Puts the "customer first" (internal, external and donors)
 - b. Meets and greets the "customers" with a smile
 - c. Is helpful and courteous to the "customers"
 - d. Recognizes that change will always occur and embraces it
 - e. Manages time effectively
 - f. Treats the equipment, facility, budgets and customers as if the owner.
 - g. Thinks before acting, making sure comments and actions reflect the highest ethics.

