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**JOB DESCRIPTION  
DONOR ADVOCATE**

**Title:** Donor Advocate  
**Dept:** Quality  
**Date:** October 4, 2011  
**Employee:** Exempt  
**Supv:** Quality System Director  
**Exempt [ X ] Non-Exempt [ ]**

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**General Statement**

Under the direction of the Medical Director, this position is a liaison between donors and Rock River Valley Blood Center regarding operations or employees actions relating to donor recruitment, the donor collection process and customer care. The Donor Advocate initiates and/or recommends those actions necessary to satisfactorily resolve issues. The Donor Advocate's activities should be directed toward fostering an environment that will encourage frequent, repeat donation and donors that are advocates of Rock River Valley Blood Center.

Manages donor claims to BCx and maintains database and files of actual and potential claims. Works with management team to inform of incidents and potential claims.

The Donor Advocate monitors employee vaccination programs and provides counseling/treatment for employees following biohazard exposure.

**Duties and Responsibilities**

- Serves as the contact point for adverse reactions and routes information regarding complaints to the appropriate personnel to help resolve customer donor issues.
- Serves as the contact point for donor complaints regarding customer service and routes information regarding complaints to the appropriate personnel to help resolve service issues.
- Follows up with donors and parents of minor donors who experience adverse reactions to the blood donation process to assure donor receives all necessary care and treatment.
- Creates and maintains individual files for various adverse reactions received and closes them out when all information is received and all appropriate actions have been taken.
- Will work closely with the Medical Director on any adverse reactions that necessitate medical intervention.

- Will work with the Training and Education Manager to help train new employees and the continuing education of existing staff in regards to the reporting of adverse reactions and participation in the Hepatitis B vaccination program.
- Receives calls from donors who subsequently had an adverse reaction that was not noted at the time of donation.
- Reports on a monthly basis to management staff on reaction trends, apheresis statistics and risk management issues.
- Provides input/recommendations on personnel corrective actions based on input received from an investigation of an adverse reaction.
- May assist with follow-up on employee blood exposure.
- Receives calls concerning donor suitability issues.
- Monitors employee Hepatitis B vaccination program to ensure vaccination and testing dates are met and providing the necessary paperwork as required.
- Identify areas of operation which pose a potential risk to RRVBC, donors and clients.
- Design, implement and maintain a direct referral system for blood center staff to report potential claims against the center through such input sources as donor records, quality assurance, surveys and complaints received.
- Notify insurance carrier of all actual and potential claims as appropriate.
- Develop and maintain a database of claim information.
- Organize and schedule monthly TREC meetings.
- May serve as a medical/technical advisor to Special Services Department, including NMDP and Dendreon apheresis collections.
- Reviews the therapeutic whole blood collection records.
- Perform BDR review and contact donors for post-donation clarification of history questions.
- Coordinate, document and notify donors of Medical Director's decision regarding donor eligibility.
- Post donor deferral resulting from telephone screening.
- Follow all quality control standards and adhere to SOPs. Write, review, revise SOPs or forms applicable to position, i.e., non-employee accident injury SOP and reports.
- Performs annual center training as assigned.
- Other duties as defined.

***“The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the incumbent in this position.”***

## **Qualifications Required**

### **Education/Certifications:**

- Associates or Bachelor's Degree in clinical or related field.
- Medical Certification or Nursing License preferred.

### **Experience:**

- 3 plus years clinical experience in blood bank collections and customer relations experience.

### **Experience Includes:**

- Strong understanding and knowledge of blood bank collections and industry experience.
- Excellent customer service skills.
- Excellent oral and written communication skills.
- Excellent analytical, judgment, decision making and problem solving skills.
- Excellent understanding and knowledge of all industry regulatory guidelines, including FDA AABB, CLIA, OSHA and all other compliance regulations with ability to strictly adhere to operations procedures and guidelines.
- Strong detail orientation, multi-tasking and time management skills.
- Strong internal customer service skills and ability to share and teach knowledge to others.
- Must be able to work effectively both independently and with others.

*Any combination of equivalent education and work experience will be considered.*

### **Competencies Required:**

- Attention to Detail/Handling Detail
- Communication
- Passion for the Mission
- Customer Oriented
- Independence/Ownership
- Technical/Professional Knowledge
- Time Management
- Integrity

**The Physical Aspects of the Position (Check all that apply)**

1. *Climbing* - Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
2. *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing, or crouching on narrow, slippery or erratically moving surfaces.
3. *Stooping* - Bending body downward and forward by bending spine at the waist.
4. *Kneeling* - Bending legs at knee to come to a rest on knee or knees.
5. *Crouching* - Bending the body downward and forward by bending leg and spine.
6. *Crawling* - Moving about on hands and knees or hands and feet.
7. *Reaching* - Extending hand(s) and arm(s) in any direction.
8. *Standing* - Particularly for sustained periods of time.
9. *Walking* - Moving about on foot to accomplish tasks, particularly for long distances.
10. *Pushing* - Using upper extremities to press against something with steady force order to thrust forward, downward or outward.
11. *Pulling* - Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
12. *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position to position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.
13. *Manual dexterity* - Picking, pinching, typing or otherwise working, primarily with the fingers rather than the whole hand or arm as in handling.
14. *Grasping* - Applying pressure to an object with the fingers or palm.
15. *Talking* - Expressing or exchanging ideas by means of the spoken word. Those activities in which you must convey detailed or spoken instructions to other workers accurately, loudly or quickly.
16. *Hearing* - Perceiving the nature of sounds. Ability to receive detailed information through oral communication, and to make fine discriminations in sounds such as when making fine adjustments on machinery.

17. *Repetitive motions* - Substantial movements (motions) of the wrist, hands, and/or fingers.

**The Physical Requirements of the Position (Check one)**

1. *Sedentary Work* - Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, push, pull or otherwise move objects, including the human body.  
Sedentary Work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
2. *Light Work* - Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of force greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
3. *Medium Work* - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
4. *Heavy Work* - Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
5. *Very Heavy Work* - Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

**The visual acuity requirements including color, depth perception and field of vision (Circle one)**

1. *Machine Operations* - inspection, close assembly, clerical, administration - This is a minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, or visual inspection.
2. *Mechanics* - skilled trades people - This is a minimum standard for use with those whose work deals with machines such as power tools, lathes and drills.
3. *Mobile Equipment Operators* - This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high equipment.
4. *Other* - This is a minimum standard basis on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

**The Conditions the Worker will be Subject to in This Position (Check all that apply)**

- 1. The worker is subject to inside environment conditions.
- 2. The worker is subject to outside environment conditions.
- 3. The worker is subject to both environmental conditions. (Activity occurs inside and outside)
- 4. The worker is subject to extreme heat or cold for periods of greater than one hour.
- 5. The worker is subject to noise which would cause them to have to shout.
- 6. The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, chemicals, etc.