
JOB DESCRIPTION

Title: Donor Care Team Leader

Dept: Donor Care

Date: July 22, 2010

Employee: Regular, Full-time

Supv: DC Mobile Operations Manager/DC Fixed Site Manager

Exempt [] **Non-Exempt** [X]

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General Statement

This position is responsible for supervising Donor Operations at Fixed Sites or mobiles as assigned. Supervises assigned Donor Care staff and ensures efficient donor flow for all collections. Serves as a resource person for questions regarding donor selection, venipunctures, apheresis, and donor questions. Performs donor selection and blood collection. Ensures that Donor Care Staff complete all daily duties prior to the end of the day. Assists in the performance of competency assessment of staff. Participates with the Donor Care Management Team in problem solving. Maintains good public relations with staff, donors, patients, chairpersons, volunteers, media, and the medical community.

Duties and Responsibilities

- Performs Donor screening/selection
- Performs blood collection
- Supervises staff to ensure effective donor flow and operational standards are met as well as handles performance management and appraisals for direct reports.
- Oversees mobile drives and supervises scheduled staff when assigned as primary team leader and reports issues/concerns to appropriate management staff as necessary.
- Responds to Donor complications. Administers appropriate treatment and documents actions taken in the treatment.
- Performs Post Collection Activities
- Properly handles products and samples including storage
- Ensures BDR (Blood Donor Record) and Quality Control documents are accurate and complete
- Direct staff to perform duties for good donor flow and organization of lunches and other activities to minimize staff down time during peak collection hours
- Assist with difficult venipunctures and assist staff and donors as needed
- Maintain knowledge of inventory and adequate supplies
- Monitor operation of equipment
- Participates in planning and presenting staff in-service training for the Donor Care Department
- Performs Competency Assessment of Donor Care Staff using Competency Assessment Tools to document direct observation of tasks
- Performs QA (Quality Assurance) audits as assigned and reports results in a timely manner to QA department

- Identifies, corrects, and documents problems that may adversely affect the safety, purity, and potency of the blood products
- Other duties as assigned

“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:

- High school diploma or equivalent
- Applicable licensing or certification such as, LPN, EMT-B, or EMT-P preferred

Experience:

- 2 plus years clinical experience in blood banking industry preferred
- 2 plus years experience in paramedics, nursing or related field
- 1 plus years supervisory experience

Experience Includes:

- Strong understanding of FDA and blood industry regulatory guidelines
- Strong blood collection skills
- Strong time management, problem solving, detail orientation and organizational skills
- Strong customer service skills
- Good efficiency and process improvement skills
- Good leadership, coaching, team-building and managerial skills
- Good verbal and written communication skills
- Good Microsoft, PC and technical skills

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

Competencies Required:

- Attention to Detail/Handling Detail
- Customer Oriented
- Flexibility
- Independence/Ownership
- Integrity
- Passion for the Mission
- Performance Management
- Quality Control/Standards
- Teambuilding/Leading by Example
- Technical/Professional Knowledge
- Time Management

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.

Name:

- 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 tradespeople - 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.

Approvals:

Employee Signature	Date	Supervisor	Date
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