

## JOB DESCRIPTION

**Title:** Donor Care Specialist I  
**Dept:** Donor Care  
**Date:** 1-1-11  
**Employee:** Regular full-time or part-time  
**Supv:** Team Leader  
**Exempt [ ] Non-Exempt [ X ]**

=====

### General Statement

The Donor Care Specialist is responsible for all technical aspects of Whole Blood Collections, including donor screening, donor phlebotomy, maintenance and quality control of donor care equipment, and donor/community relations. Incumbent will be assigned to fixed sites and/or our mobile coaches and mobile set-up sites. Responsible for providing a safe and pleasant experience for the donor; as well as collecting a safe, high quality blood product for the recipient.

### Duties and Responsibilities

- Performs all aspects of Whole Blood Collections.
- Performs Donor Screening to ensure donors eligibility per CDC, FDA, AABB, and RRVBC standards.
- Assists with all tasks involved before and after blood collection process.
- Performs daily, weekly, monthly, and annual Quality Control procedures as assigned.
- Performs annual competencies as assigned.
- Performs daily setup, clean-up, and end of day procedures of fixed site and/or mobile as assigned.
- Performs accurate documentation on all Blood Donor Records and ensures all quality control standards are met.
- Performs daily replenishment of all donor care supplies.
- Performs donor deferral to adhere to all RRVBC standards.
- Responds to donor complications in a safe, timely professional manner.
- Handles all blood products with the highest quality of standards to ensure safe, high quality blood products.
- Performs 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.
- Certified Nursing Assistant (CNA)/Certified Medical Assistant(CMA) or equivalent preferred.

**Experience:**

- One year of clinical experience preferred.
- Customer service and quality control experience preferred.
- Experience with blood collection preferred.

**Experience Includes:**

- Good clinical skills and understanding of clinical environment.
- Good interpersonal, written and verbal communication skills.
- Proficiency in Microsoft Office and PC skills.
- Understanding of cGMP and industry compliance regulations, such as FDA, OSHA, CLIA, etc.
- Good understanding and comprehension of standard operating procedures and the ability to follow quality control and procedural standards.
- Strong customer service skills.
- Strong detail orientation, multi-tasking, problem solving and time management skills.
- Flexibility

*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
- Technical/Professional Knowledge
- Integrity
- Quality Control Standards
- 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.
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 (Check all that apply)**

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.

**Approvals:**

---

<b>Employee Signature</b>	<b>Date</b>	<b>Supervisor</b>	<b>Date</b>
---------------------------	-------------	-------------------	-------------