Title: Donor Care Specialist

Essential Function
Under general supervision from designated supervisor, screen prospective blood donors and process blood donors at the Hoxworth Blood Center Neighborhood Donor Centers and Mobile Operations.

Characteristic Duties
- Communicate directly with donors, following customer service guidelines.
- Comply with standard operating policies and procedures, FDA regulations, AABB standards, and other regulatory agencies.
- Register, interview and screen prospective donors.
- Process blood donors; perform venipuncture, sample collection, therapeutic phlebotomies, autologous blood donations, automated collections, etc.
- Monitor and assess blood collection process; assist with immediate and/or emergency care in case of a donor adverse reaction.
- Process collections (i.e., verifying collections, packing units for transport, transporting collected units to the blood center).
- Assist and perform quality control functions, maintain and calibrate equipment.
- Assist in set up and dismantling of blood collections equipment and materials at all operations.
- Assist with clean-up of Mobile Operations and Neighborhood Donor Centers. Clean and maintain equipment. (e.g. Donor beds, working tables, blood tubing sealers, work stations, etc.).
- Drive blood center vehicle to and from blood mobile operations.
- Serve as trainer and/or mentor.
- Perform other duties as assigned.

Unusual Working Conditions
- Exposure to biohazardous products, chemicals and body fluids. May be exposed to unpleasant odors and adverse weather. May have to ambulate donor in cases of adverse reaction.
• The regular work week shall consist of forty (40) hours, five (5) days of eight (8) hours each, unless otherwise mutually agreed by management and the affected employees. May work evenings, weekends, holidays, and on-call. May travel overnight.

Minimum Qualifications
• Graduation from an accredited program: Medical Assistant (MA), LPN, Emergency Medical Technical (EMT in Ohio, Kentucky, Indiana or national registry card), military equivalent, or Donor Phlebotomy Technician (DPT) certification with and two (2) years of phlebotomy experience. Must possess and maintain a valid driver’s license and a safe driving record. Must be able to lift up to 50 pounds and be able to demonstrate a full range of motion for bending, stooping and lifting.

Career Path #1
• A Donor Care Specialist (DCS) will be eligible for reclassification to Donor Care Specialist Advanced (DCSA) provided all of the following criteria are met:
  1. Departmental need.
  2. Employee meets minimum qualifications of a DCS Advanced.
  3. Completed certification in phlebotomy from a Hoxworth Blood Center accepted accrediting body (e.g. DPT (ASCP)), with areas of focus in donor qualification, automated collection, methodology, quality control and product safety.
  4. Employee is trained and proficient in automated collections, cell counting instrumentation (if applicable), and/or attends and completes management/supervisor training as determined by the Donor Services Administration.
  5. Selected or performing as a trainer/mentor.
  6. Employee has been an incumbent in the DCS position for one (1) year.
  7. Passing grade on competency evaluation (whole blood and automated).
  8. Above satisfactory performance evaluation.

Career Path #2
• A Donor Care Specialist (DCS) will be eligible for reclassification to a Mobile Unit Specialist (MOS) provided all the following criteria are met:
  1. Must be able to lift up to 100 pounds.
  2. May be required to work an alternative schedule to include four (4) ten (10) hour work days within the standard university work week, i.e., Sunday through Saturday; four (4) nine (9) hour work days and one (1) four (4) hour work day within the standard university work week, i.e., Sunday through Saturday; or any other alternative schedule approved by and required by the organizational unit. May work evenings, weekends, holidays, and on-call.
  3. Must be able to operate an Equipment Truck (non-CDL requirement) to and from the collection site.

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