Title: Donor Care Specialist  Advanced

Pay Scale Group:

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

- Interview and screen prospective donors; comply with standard operating policies and procedures, FDA regulations, AABB standards, and other regulatory agencies.

- Process blood donors; perform venipuncture, 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.

- Serve as lead trainer/mentor.

- Participate on committees.

- Act as charge person, manage donor flow, complete daily record review as needed.

- Serve as staff resource for technical and procedural problems.

- Drive blood center vehicle (car or minivan) to and from Mobile Operations.

- Assist with quality control functions, maintain and calibrate equipment.

- Perform quality assurance process checks.

- Assist in set up and dismantling of blood collections equipment and materials at all operations in accordance with standard operating procedures.

- 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.)

- Communicates directly with donors; follow customer service guidelines

- Perform related duties based on departmental need.
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, MLT, CLT, Emergency Medical Technical (EMT in Ohio, Kentucky, Indiana or national registry card), or military equivalent and one (1) year experience as a Donor Care Specialist, valid driver's license and a safe driving record.
- Completed certification in phlebotomy from a Hoxworth Blood Center accepted accrediting body (e.g. DPT(ASCP)), with areas of focus in Basic Science, Donor Identification and Selection, Donor Blood Collection and Handling, Donor Considerations and Donor Center Operations.
- Must be able to lift up to 50 pounds and be able to demonstrate a full range of motion for bending, stooping and lifting.

Last updated: April 2016