Title: Donor Services Assistant Team Leader

Pay Scale Group: 13
FLSA: Non-exempt

Essential Function
Under general supervision from a designated administrator, assist the Team Leader in managing the donor services collection team and operations of an assigned donor collection unit/area(s) to ensure efficient donor flow, staff utilization and quality assurance. Serve as site supervisor in the absence of the Team Leader.

Characteristic Duties
- Assist the Team Leader in managing the donor service collection team and all associated functions of an assigned donor collection unit/area(s) to ensure efficient donor flow and staff utilization.
- Assist in monitoring operations to ensure high quality customer service and quality assurance compliance; evaluate recruitment and collection goals and necessary steps to reach the goal.
- Perform special donation procedures, ensuring compliance with federal, state and local regulations, aw well as Hoxworth Blood Center Standard Operating Procedures (SOPs).
- Serve as process improvement liaison; perform in-process checks; collect and disseminate process data and reports; participate in quality improvement teams.
- Act as role model through demonstration of professionalism for donor services staff (i.e., fulfilling Hoxworth Blood Center mission, providing donor care, dress code, attendance, etc).
- Recommend and provide training to donor services staff. Assign work; ensure proper workflow of the unit; act as lead worker.
- Perform related duties based on departmental need.

Working Conditions
- Exposure to biohazardous products, chemical and body fluids. May be exposed to unpleasant odors and adverse weather. May have to ambulate donor in cases of adverse reaction.

Minimum Qualifications
- Bachelor’s degree with one (1) year experience; -OR- Associate’s degree or equivalent from a two-year college or technical school with three (3) years experience; -OR- five (5) years related phlebotomy experience. Degree must be in Health Care Management or a related field. Experience must include one year blood blanking and six months supervisory and/or staff training/mentoring experience.

New: January 2012
Last updated:

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