

BLOOD BANK OF ALASKA POSITION DESCRIPTION

Position Title:	Donor Services Technician
Department:	Collections
Reports To:	Mobile Team Manager/Fixed Site Manager
Date Updated:	March 2013
Position(s) Supervised:	None

POSITION SUMMARY

Performs screening and phlebotomy procedures at mobile blood drives or at BBAA as assigned by Team Manager or designee. Works in conjunction with other team members to provide a pleasant, safe and professional donation environment while following appropriate procedures as qualified and competent to perform.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Primary Donor Screening Responsibilities:

1. Register potential blood donors using the BBCS program.
2. Review Donor History Forms (DHF) for completeness; evaluates donors medical history for suitability as a blood donor. Consults with RN/Medical Director as indicated.
3. Takes vital signs; performs fingerstick for hematocrit.
4. Performs confidential interview with donors; instructs the donor regarding the Interview Response Section (IRS) of the DHF.
5. Ensures that the donor has read and understands the pre-post donation instructions and AIDS information Sheet.
6. Performs daily, monthly and quarterly quality control procedures per standard operating procedures (SOPs).
7. Serves as a resource for donor inquiries.
8. Maintains a clean and orderly work area.
9. Restocks supply items necessary for donor screening.
10. Considers all blood donor and personnel information confidential.
11. Represents the Blood Bank of Alaska in a professional manner at all times.
12. Performs other duties as assigned.

Primary Phlebotomy Responsibilities:

1. Performs phlebotomy procedures on blood donors according to SOPs and as trained and qualified to perform.
2. Maintains aseptic work area; sterilizes instruments per SOP.
3. Restocks supply items necessary for phlebotomy procedures.
4. Performs quality control procedures per SOP.
5. Considers all blood donor and personnel information confidential.

Primary Team Member Responsibilities:

1. Participates as an active member of the team by positively communicating with the Team Manager and other team members.
2. Participates in all aspects of team duties to include registration, screening, phlebotomy and donor recruitment as assigned by Team Managers.
3. Follows cGMP principles, AABB Standards, OSHA guidelines, BBA SOP's at all times.

CUSTOMER INTERACTION/PROBLEM SOLVING

Must maintain a high standard for conscientious, courteous, and enthusiastic service to internal and external customers, and the public in general. Must make customer's needs a high priority in face-to-face or telephone contact. Must consistently deliver service in a timely, accurate, professional and friendly manner. Demonstrate a high level of problem-solving skills.

QUALIFICATION REQUIREMENTS

To perform this job successfully, each essential duty (as listed above) must be performed satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

GENERAL KNOWLEDGE, SKILLS AND ABILITIES

1. Proficient in BBA collection procedures as qualified and trained to perform.
2. Maintain the confidentiality of donors and personnel.
3. Demonstrated ability to provide excellent customer service skills.
4. Ability to work as part of a team.
5. Excellent attention to detail.
6. Ability to represent the Blood Bank of Alaska in a professional manner at all times.

EDUCATION

H.S. Diploma; Completion of a certification program as listed within this job description as acceptable.

EXPERIENCE

Prior experience working in a blood bank preferred. Prior experience performing phlebotomy in a in a medical setting strongly preferred. Demonstrated work experience in an environment utilizing skills attained through one of the approved certification processes.

CERTIFICATES, LICENSES, ETC.

Must have one of the following certifications: National Phlebotomy Certification, Certified Medical Assistant, Certified Nursing Assistant, Emergency Medical Technician. Other certifications will be evaluated on an individual basis. Prior military/blood banking other experience may be taken into consideration in substitution of a certification.

WORK ENVIRONMENT

Potential hazard due to exposure to blood or other potentially infectious materials. The Blood Bank of Alaska follows OSHA Bloodborne Pathogens Standards in the workplace. Hours of work will vary according to the schedule of blood drives. Will be required to work an irregular schedule, with some long hours on occasion.

The above is intended to describe the job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not to be construed as an exhaustive statement of all of the supplemental duties, responsibilities, or non-essential requirements.

Employee Print Name

Date

Employee Signature