

Donor Recruitment (DTM) Volunteer Position Description

Area: Division of Transfusion Medicine, Donor Recruitment Section

Job Title: Blood Donor Volunteer

Immediate Supervisor(s): Hal Wilkins/Sarah Arceo

Days and Times Needed: Monday – Friday 8:00am to 4:30pm

Duties/Responsibilities:

- Report to Front Desk of Blood Donation Center
- Check-in with Hal/Sarah and receive daily update
- Greet donor contacts in canteen
 - a. Smile
 - b. Introduce yourself by name
 - c. Suggest to donors that they have a seat and relax; make them feel welcome
 - d. Offer to help them get refreshments, reading materials, etc
 - e. Assist nursing staff with upkeep of donor canteen
 - f. Thank donors for donating with us today
 - g. Continue conversation and interaction with donor if donor appears interested and comfortable
 - h. Establish positive rapport with donor, unrelated to their next donation
 - i. Escort back to reception desk to discuss next appointment
 - j. Escort donors to CRC, B1 level Hospitality Desk to obtain or renew donor Id badges.
- Be courteous and polite at all times. Emphasis should be on assuring the comfort of the donors, making donation a positive experience, and educating donors on the importance of future donations. Make this a “RARE” experience:
 - k. **R**ecognition – appreciation of the gift they have given
 - l. **A**wareness – their gift helps to save lives
 - m. **R**etention – direct appeal through communication; the gift relationship doesn’t end with today’s donation
 - n. **E**xperience – donation should be uplifting and educational

Requirements:

- Volunteers should be at ease with people and provide a welcome personality.
- Volunteers should respect confidentiality and preferences of individual at all times.
- Volunteers should not provide counseling or personal advice.
- Volunteers must wear their volunteer jackets and badges at all times.

Position-Specific Training Required

Emergency Procedures

Universal Precautions

Patient Confidentiality

On the job training

Additional training as necessary