

## NHS NATIONAL SERVICES SCOTLAND

### JOB DESCRIPTION

#### 1. JOB DETAILS

Job Title	<b>Assistant Donor Operations &amp; Resourcing Support Manager (ADO&amp;RSM)</b>
Immediate Senior Officer	Donor Operations & Resourcing Support Manager (DO&RSM)
Division	Donor Services SNBTS
Location	Various
CAJE Ref	BTCG473

#### 2. JOB PURPOSE

To assist and deputise for the Donor Operations & Resourcing Support Manager (DO&RSM) in managing all aspects of the donor office, ensuring deadlines are met and standards maintained. To take responsibility for training and quality issues in donor administration. This requires a detailed knowledge of all donor administration procedures. To assist with the promotion of the Service throughout Scotland.

#### 3. DIMENSIONS

Donor Services annually collects some 220,000 blood donations from 250,000 donor attendances across Scotland. In addition, 13,000 apheresis procedures are undertaken each year to provide 24,000 platelet products.

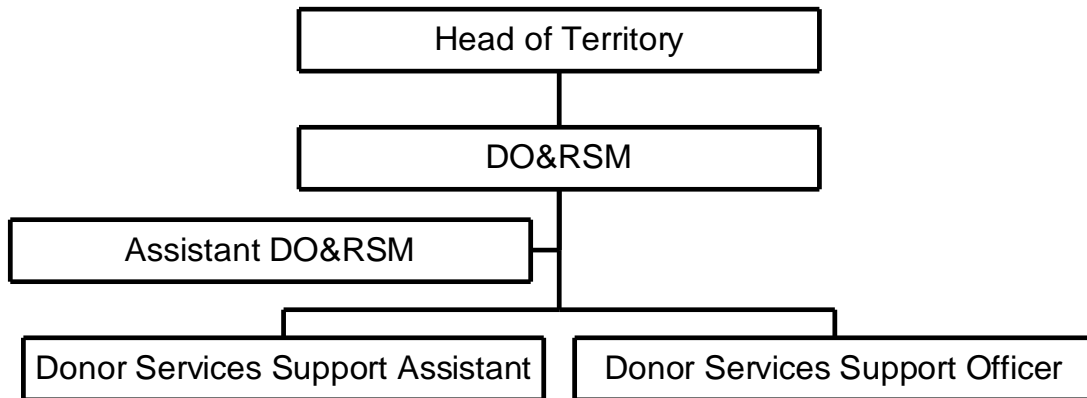
Blood is collected at 5 static sites and at blood collection 'sessions' in the community across Scotland. The Staff are located in six geographically dispersed departments based in Aberdeen, Inverness, Dundee, Dumfries, Glasgow and Edinburgh.

Responsibility for purchase of internal stock items e.g. stationery, publicity materials (£20,000 pa).

External stock e.g. laminator, printer cartridges and office equipment (£5,000pa).

Acts as authorised signatory for cash and financial payments e.g. overtime sheets, on line requisition system and co-signatory for the Scottish National Blood Transfusion Association (£15,000 pa).

#### 4. ORGANISATION CHART



#### 5. ROLE OF THE DEPARTMENT

The SNBTS Donor Services Department is responsible for the planning and collection of adequate supplies of safe, high quality blood components for NHS Scotland.

Donor Services leads, develops, implements and maintains an approved national strategy for the SNBTS blood donor program. The department is responsible for all aspects of donor communication, donor recruitment, publicity, administration and the blood collection and Apheresis programmes to meet the demand for blood.

The department deals with approximately 250,000 donor attendances per year yielding some 220,000 donations, and ensures the provision of a secure, safe and sufficient blood supply, to appropriate regulatory and legal standards, that meets NHS Scotland requirements.

In addition, in some areas the department provides support to the Clinical Directorate on a range of clinical and therapeutic services for patients being treated in the NHS hospitals.

#### 6. KEY RESULT AREAS

1. Assist with supervision of all donor administration staff and operational systems ensuring national standards and deadlines are met this includes deputising for the Donor Operations & Resourcing Support Manager (DO&RSM), as necessary. Approve annual leave commitment and monitor staff sickness and absence.
2. Interpret donor call up and reinforcement data to ensure appropriate donors are called to donate. Assess when blood collection session is under performing and make appropriate recommendations while taking into account the impact on National Mailing Co-ordinator, Print Unit and Processing & Testing Departments. When necessary assist with additional donor recruitment re-enforcement strategies to help meet targets. Assign donors to appropriate panels ensuring call-up at least twice a year. Take responsibility for regular lapsed donor programme to encourage optimum response to call.
3. Take responsibility for documented training of donor services administration staff; also blood collection staff who carry out donor registration at sessions, ensuring an effective knowledge of office administration systems to nationally excepted standard operating procedures. Take responsibility for office new starts and all staff in relation to new policies and procedures.

4. Contribute to the national training group in development of training systems incorporating training needs as identified in staff appraisal and operational practice, assisting staff development in line with changing operational needs.
5. Ensure information generated from the donor sessions is updated on the computer system accurately, on time and effectively by Donor Office staff to maintain customer service and retain donor support. Assist in this area as required.
6. Deal with enquiries from donors in a sensitive and friendly manner on the telephone, in writing or in person to maintain commitment and ensure that the public are advised of their eligibility to donate blood. Maintain the public image of the service at all times.
7. Responsible for the training and development of all donor services administration staff facilitating a broad understanding of the various aspects of the donor programme to ensure effective teamwork.
8. Assist with the recruitment of staff in the Donor Office, contributing to the development of person specifications and skill profile to ensure that posts are filled in a timely fashion and that adequate resource is deployed.
9. Participate in the organisation and co-ordination of the annual Donor Awards Ceremony to ensure that all donors' achievements are recognised.
10. Implement policies and propose change to working practices and procedures as part of quality improvements including writing, reviewing and updating Donor Administration SOPs by the dates required, in line with national best practice to ensure that all adhere to national policy and comply with regulatory requirements.
11. Undertake surveys or audits, as necessary, to ensure improved job performance and effective quality and health and safety control.
12. Post-holder will be required to support and, manage when necessary, those actions and tasks related to the smooth running of the Donor Web Portal.
13. [South East Territory Only] - Assist and provide cover during leave for the Collection Resourcing function, on a daily basis, within the Territory ensuring that collection activity is resourced within agreed parameters and that any exceptions are appropriately escalated to Senior Nurse Manager, DO&RSM and Head of Territory, when appropriate

#### ***Policy & Service Development***

14. Will be aware of organisational policy and service developments.
15. Will comply with Data Protection legislation.  
Will comply with Health & Safety regulations

## **7. ASSIGNMENT AND REVIEW OF WORK**

Objectives are set on an annual basis with results/outcomes assessed at regular intervals. Appraisal review twice a year where performance is reviewed and a personal development plan agreed.

The post-holder will be allocated work on a monthly basis by the Donor Services Office Manager and the Donor Services Manager.

Work is generated from the monthly donor programme and Local and National marketing plans. The post-holder is expected to assist in prioritising work to ensure deadlines are met.

Policies, protocols and procedures exist for the department and the post-holder will work within these parameters.

The post-holder acts on his/her initiative in relation to the day to day workload and plans and organises a number of programmes of work, adjusting plans to deal with resource and seasonal variation issues e.g. blood collection scheduling requires assessment of the workload for other departments (Print Unit, Processing & Testing) and appropriate planning to be put in place.

Makes judgements and decisions around the interpretation of donor reinforcement call up data to ensure appropriate donors are called to donate. Assesses when a blood collection session is underperforming and makes appropriate recommendations for action to relevant managers.

There is daily contact between the post-holder and the line manager but there will be some specific projects which the post-holder will be asked to undertake.

## **8. COMMUNICATIONS AND WORKING RELATIONSHIPS**

The post-holder will interface directly with donors and will deal with them courteously and efficiently at all times establishing excellent customer relations. The post-holder provides and receives complex, sensitive or contentious information e.g. face to face communication or telephone calls with Donors, dealing with sensitive donor issues including health issues. This requires well developed interpersonal, empathetic and reassurance skills.

In addition, persuasive, motivational and training skills are required to carry out the demands of the job in dealing with diverse groups of people.

The post-holder will be expected to maintain the reputation and image of SNBTS at all times with everyone they come into contact with in the course of their duties. The post-holder deals with confidential information on a daily basis.

The post-holder will provide information to donors and members of the public on opening times, collection schedules, appointment system etc.

The post-holder will also provide basic clinical information/advice to the general public on basic medical deferral criteria for blood donation.

The post-holder will give advice, instruction and training to own staff and other departments on a daily basis.

Communication challenges faced by the post-holder include, dealing with the general public who have varying levels of understanding. On occasions, the post-holder will be communicating in an emotive atmosphere where donors disagree with a medical decision.

### **Internal**

- Donor Services Manager
- Assistant Donor Services Manager
- National Donor Services Managers
- National Marketing Manager & Publicity Group

### **External**

- Blood Donors
- Hall Keepers
- District Councils
- Voluntary Organisers
- Voluntary Organisations
- General Public
- Session Managers

## **9. MOST CHALLENGING PART OF THE JOB**

- To respond effectively to the varied tasks contained within the post.
- To maintain a flexible attitude and ability to prioritise workload.
- To maintain a high standard of customer care at all times.

## 10. SYSTEMS

Responsible for the recording, processing and storage of information and using specialised databases to create effective reports for line managers. Use donation session statistics to update and project future expected session attendances. Extract and transfer data from other Access, Excel, Word and eProgesa programmes on a daily and monthly basis.

## 11. WORKING ENVIRONMENT AND EFFORT

### Physical Effort

- There is an occasional requirement to exert moderate physical effort for short periods on occasional shifts e.g. lifting, pushing and pulling objects weighing 2-5 kilos.
- Standard keyboard skills.
- Frequent long periods of physical inactivity whilst working at VDUs and desk.
- Driving/public transportation to sites as required.

### Mental Effort

- There is a frequent requirement to concentrate on a number of different tasks simultaneously with frequent interruptions e.g. queries from colleagues and telephone calls.
- Some tasks require intense concentration as errors can have severe consequences for the blood collection sessions.
- Some tasks however can be predictable and repetitive.

### Emotional Effort

- Exposure to distressing or emotional circumstances on occasions. There is a requirement to deal with donors informing about bereavement or to discuss their ineligibility to donate.
- Occasional exposure, by telephone, to irate or aggressive members of the public.

## 12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT

- Requirement to use VDU 90% of working day.
- Occasional exposure to unpleasant working conditions e.g. contaminated session paperwork.

## 13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

HND level or equivalent.

Knowledge of Healthcare environment and the requirements for the provision of good customer care is essential.

Demonstrable Healthcare experience within an office/administrative role and or experience of working in a customer focussed environment is essential. Experience of working with quality assurance systems required.

Excellent interpersonal, organisational and monitoring skills. Keyboard skills and knowledge of Microsoft Office.

## 14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature

Date

Head of Department

Signature

Date

Title