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| **SNBTS logo** | **NATIONAL SERVICE SCOTLAND** JOB DESCRIPTION | **N H S NATIONAL SERVICESLOG** |

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| **1. JOB DETAILS** |  |
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| Job Title: | **Donor Carer Driver** |
| Immediate Senior Officer/Line Manager: | Team Manager |
| Department(s): | Donor Services - Supply Chain |
| SBU:  Location: | SNBTS |
| CAJE Reference: | SNBTSG010 |

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| **2. JOB PURPOSE** |
| Deliver the direct care to donors throughout the donation process of blood and blood products, ensuring the donor's continued support through a high level of clinical/customer care. Working to agreed clinical and quality standards and procedures using accurate data input to safeguard donor and patient safety.  Responsible for the safe transportation of staff and equipment to various geographical locations for the purpose of mobile donating sessions |

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| **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, Dundee, Dumfries, Edinburgh, Glasgow and Inverness. | |

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| **4. ORGANISATION CHART** |
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| **5. ROLE OF THE DEPARTMENT** |
| The SNBTS Supply Chain Directorate is responsible for the planning and provision of adequate supplies of safe, high quality blood components for NHS Scotland.   1. National 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. 2. The department deals with approximately 340,000 donor attendances per year yielding some 290,000 donations, and ensures the provision of secure a safe and sufficient blood supply, to appropriate regulatory and legal standards, that meets NHSScotland requirements.   In addition, in some areas the department provides to support to the Clinical Directorate a range of clinical and therapeutic services for patients being treated in the NHS trusts. |

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| 1. **KEY RESULT AREAS**  Higher level Skills The postholder will be expected to be assessed as competent in all of the following areas:   1. Undertake Integrated Registration, Health Screening and Haemoglobin Testing ensuring that all relevant information is obtained and recorded thus providing accurate donor records. Carry out haemoglobin testing via a capillary blood sample as well as all health screening to agreed, clearly defined standard operational procedures (SOPs) and against a specified level of medical selection criteria, referring any donor medical queries above their designated level of authority to Medical/Nursing staff to determine donor suitability. 2. Acting to clearly defined protocols perform computerised linking of donation and samples, ensuring that the donor is linked to the correct donation and ensuring that all relevant information is accurately recorded and input to the computer thereby ensuring the safety of the blood supply. 3. The postholder will possess and display a good working knowledge of the IT systems and equipment used at donor sessions, with the ability to perform basic trouble shooting on site as and when required 4. Perform and monitor venepunctures to obtain donations and samples in accordance with nationally approved procedures. Observe and assess donors throughout the procedure and take action in the event of an adverse reaction under the direction and support of a registered nurse Responsible for care of donors during the donation process including labelling of packs, sample tubes, and documentation, ensuring that the correct volume of blood is withdrawn and appropriately mixed. Responsible for monitoring the donor during the donation process, observing for signs of adverse reactions, taking action according to SOP’s and assisting in the care of unwell donors. At the end of the donation process, the donor carer will also be responsible for the safe removal of the needle from the donor’s arm   **Foundation Objectives:**  1 Driving of specialist SNBTS vehicles to and from blood donor sessions including pre-assessment of the agreed site, Responsible for assessing safe vehicle access, parking and loading and unloading requirements and compiling a detailed venue access plan for future reference, MHRA and H & S audit purposes.   1. Acts as first point of contact at Blood Collection sessions. Welcomes donors, checks donor status and directs donors to appropriate station. Performs initial donor eligibility assessment including basic deferrals to their specified level of medical selection authority, recording accurate donor information and other information e.g. waiting times.. Ensure appropriate publicity materials are displayed at session. 2. Undertakes opening, checking and preparation of blood packs, quality assurance checks and issuing of appropriate equipment and materials. 3. Responsible for care of donors during the donation process including labelling of packs, sample tubes, and documentation, ensuring that the correct volume of blood is withdrawn and appropriately mixed. Responsible for monitoring the donor during the donation process, observing for signs of adverse reactions, taking action according to SOP’s and assisting in the care of unwell donors. 4. Providing post donation care, donor refreshments and post donation advice. Deal with any faints ro re-bleeds that can occur, being vigilant for any additional information that a donor remembers that may influence the withdrawal of the blood donation from the supply chain. 5. Contribute to the retention of existing donors and encourage new donor recruitment by delivering excellent customer care at all times. 6. Undertake appropriate procedures to seal and inspect the completed donation, ensuring seal integrity, correct labelling, adequate sampling and appropriate storage of collected blood prior to return to testing centre, all in accordance with Standard Operating Procedures (SOP’s). 7. Loading and unloading of equipment and setting up and dismantling of session equipment and checking and reporting of any defects with session equipment or supplies. 8. Comply with Health and Safety at work procedures and ensure that work area and equipment are maintained throughout session and left clean and tidy at end. Responsible for personal compliance with Good Manufacturing Practice (GMP) as per training and MHRA requirements. 9. Maintenance of skills and knowledge by participation in personal development, performance review, and undertaking appropriate training to meet the requirements of the post. 10. Undertake any other reasonable relevant duties that may be assigned.  Policy & Service Development Will be aware of organisational policy and service developments.  Will comply with Data Protection legislation.  Will comply with confidentiality guidelines.  Will comply with Health & Safety regulations  Drivers will comment on and suggest any new work practices that impact on transport issues e.g. Vehicle loading, routes, equipment issues involving the safe delivery of equipment cages from vehicle to point of donating venue.  These will occasionaly impact beyond the driving element of the post, and impact on blood collection.  The post holder will identify any transport related health & safety issues. |

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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| While there is supervisor and manager at the session who can be consulted postholders will generally work on their own at their own designated work station. Postholders are expected to perform to a trained level of competence and work is not checked on a daily basis.  The post-holder reports to a specified Team Manager for ongoing development and performance review and on a day-to-day basis to the rostered team manager. Performance is reviewed on an annual basis with frequent formal reviews of progress as required.  The postholder must adhere to Regulatory and Statutory requirements and follow SNBTS standard Operational Procedures.  When undertaking Higher level tasks the postholder will be required to exercise a degree of personal initiative and decision making, normally without reference to the session management team. |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** | |
| The post holder will work as a integral member of the donor services team, undertaking assigned duties and working flexibly at whole blood sessions under the direction of the session management group to achieve the highest standard of donor care. The post holder will interface directly with donors and will deal with them courteously and efficiently at all times establishing excellent customer relations. The postholder 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 and sensitive medical information on a daily basis. Postholders are required to exercise tact and diplomacy when dealing with donors, relatives and members of the public. | |
| Internal Donor Services Manager  Senior Nurse Manager  Team Manager  Assistant Team Managers  Senior Donor Carers  Donor Recruitment and publicity  New trainees during mentoring process  Transport Manager | External Blood Donors  General Public  Voluntary organisers  Venue officials  Traffic Wardens |

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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| Able to deal with a wide range of working environments and maintain a high standard of customer care at all times.  Ability to comply to highly regulated working procedures quickly and accurately whilst maintaining a friendly interaction with your donors.  Able to assess road conditions and transport routes whilst ensuring staff safety, delivery times for blood for testing and processing.  Able to work under pressure at busy sessions whilst remaining calm and ensuring that procedures are adhered to.  Dealing with difficult or nervous donors.  Able to cope with peripatetic nature of job |

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| **10. SYSTEMS** |
| Postholder is responsible for completion of own time and subsistence sheets  When registering or linking blood post donation postholder is required to input data relating to the donor and donation into a specialised computer program. This accuracy of this information is essential for donors records and post donation for storage & transportation of blood, informing the laboratories of testing requirements  Postholders are expected to complete their own sections of the Electronic Knowledge and Skills Framework online. |

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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| Physical Effort |
| * Daily requirement for short periods to lift objects weighing 6-15 kilos. Items over 10 kilos will be lifted by two or more persons e.g. Loading and unloading of equipment for sessions. * Daily requirement to pull/push cages or trolleys of equipment without mechanical aid can be up to 60kls – 2 people. * Frequent requirement to exert moderate physical effort for long periods during a shift. eg. bending and stretching while working at bedside for 2mins at a time can be 50 – 100 times pershift * Can be required to work in a noisy environment when working on Mobile Donation Centres |
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| **Mental Effort** |
| * There is a frequent requirement to concentrate on number of tasks simultaneously during a session e.g. monitoring the donor for adverse reaction whilst monitoring the donation flow and volume. * Responsible for ongoing accurate recording of all information received at each stage of the process * Driving duties, involved in the transportation of equipment and staff to blood collection sessions. This will frequently account for up to an additional 4 hours driving per shift. * Drivers are responsible for the safe transportation of staff, blood and equipment. This task requires intense concentration. |
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| **Emotional Effort** |
| * Occasional exposure to stressful and emotional circumstances e.g. dealing with angry & aggressive donors or members of the public whilst working in the community with no security personnel available. 1 – 2 per week |

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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| * Daily direct contact with untested blood, blood products and body fluids. * Frequent requirement to work in many locations not specifically designed for blood collection purposes e.g. church halls, community centres etc. * Work frequently involves the manual handling and manipulation of heavy or cumbersome equipment to sessions throughout region. * Requires regular afternoon/evening, weekend and/or public holiday work. * Occasional requirement to work in adverse weather conditions when carrying equipment in and out of session. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | | | | | |
| ***Knowledge, Skills & Experience*** Knowledge of health care or other customer focussed environment and the requirements for the provision of good customer care are essential. Keyboard skills are essential as are good communication, organisational and interpersonal skills.  Demonstrate ability to work independantly and as a member of a team.  ***Qualifications*** Educated to Higher level  Driving License at PCV/ HGV C/ as appropriate. | | | | | |
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| **14. JOB DESCRIPTION AGREEMENT** | | | | | | | |
| A separate job description will need to be signed off by each postholder to whom the job description applies. | | | | | | | |
| Postholder Signature: | |  | | Date: |  |  | |
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| Postholder Print: | |  | |  |  |  | |
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| Manager Signature: | |  | | Date: |  |  | |
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| Manager Print: | |  | |  | | | |
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| Manager Title: | |  | |  | | | |
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| HR Stamp: | | |  |  | | | |
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