

 **NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** |
| Job Title | Senior Donor Services Support Officer |
| Immediate Senior Officer | Donor Services Operations and Resourcing Support Manager |
| Division | Donor Services, SNBTS |
| LocationCAJE Ref | DundeeNPSNBTSS245 |
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| **2. JOB PURPOSE** |
| To act as Senior Donor Services Support Officer (DSSO), overseeing and undertaking post session clear up for blood donor sessions taking place in Edinburgh & SE and Aberdeen & NE Scotland Blood Transfusion Service. Required to audit post session clear up tasks as carried out by DSSOs. Oversee publicity set-up procedures, ensuring publicity distributed timeously and accurately. Training new staff in above procedures and allocating workload to appropriate staff ensuring timescales are met. |
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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, Inverness, Dundee, Dumfries, Glasgow and Edinburgh. |
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| **4. ORGANISATION CHART** |
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| **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 secure a 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.
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| **6. KEY RESULT AREAS** |
| * Senior DSSO acts as first point of contact for Donor Services Support Officers (DSSO) in all aspects of post session clear up. Following standard SOPs to update personal and medical information for known and new blood donors to maintain an accurate database for Scottish blood donors. Undertaking post session clear up to gain expert knowledge of procedures required ensuring complete accuracy of donor session records.
* Post-holder will be fully competent in all key result areas of the DSSO post and will be responsible for ensuring DSSO compliance with legislative and MHRA guidelines
* Responsible for ensuring DSSOs carry out call-up of donors for donation sessions ensuring donors receive call-up on time to secure donor support.
* Responsible for ensuring information generated from the donor sessions is updated on the computer system accurately, on time and effectively by DSSOs to maintain customer service and retain donor support.
* Responsible for ensuring the accuracy and distribution of routine pre and post session publicity materials in advance of planned blood donor sessions.
* Post-holder is responsible for allocation of duties to DSSOs on a daily basis in relation to post session clear up and session publicity set up and distribution.
* Post-holder will communicate daily with wide range of internal and external departments and agencies in order to ensure that blood donor sessions within the region are correctly set up. This will include liaising with company organisers, police regarding vehicle parking and unloading, councils re session venue confirmation, restaurants for staff meals, Process & Testing Labs/Logistics departments re blood collection and delivery times. Post-holder will be responsible for ensuring all aspects of sessions and efficiently co-ordinated and to make changes to session plans where required to ensure that the blood collection program is not negatively effected.
* Post-holder will be expected to participate in updating of national SOPs as allocated, proposing improvements and updates as required.
* Raise orders on Cedar Financial ordering system to agreed financial levels to ensure suppliers are paid promptly. Orders will cover venue hire, staff meal bills, additional staff transport costs etc. Average weekly order approx £2000.
* Assisting Donor Services Office Manager in all aspects of donor record archiving using online EDM facility. Acting as point of contact for other members of staff who wish to recall documents.
* 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.
* Assist in training new staff in all aspects of the DSSO post.
* Responsible for monthly self audits of a representative sample of post-session clear-up duties. Use results to feedback on performance ensuring appropriate support and training ii in place to ensure high standards are maintained.
* Conduct research and analysis on donor patterns and performance as and when required.
* Act as main point of contact and co-ordinator between Aberdeen and Edinburgh in respect of the transfer of Donor Session Records and related workload.
* Any other duties as reasonably requested.
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| **7. ASSIGNMENT AND REVIEW OF WORK** |
| * The post-holder will be allocated work on a monthly basis by the Donor Services Office Manager and the Assistant DSOM.
* 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.
* The post-holder acts on his/her initiative in relation to day-to-day workload.
* Although there is daily contact between the post-holder and the line manager there will be some specific projects which the post-holder will be asked to undertake and post-holder will be managed as opposed to supervised.

Analytical & Judgmental Skills* Post-holder will be required on a daily basis to assess the best course of action on a range of tasks taking into account the best interest of the donor, best interest of staff members and Donor Services objectives e.g. deciding best advice, based on their medical selection level of knowledge, for a donor who has called in with a donation/medical deferral query.
* Post-holder will be required to judge own and Donor office priorities scheduling daily workload for DSSOs appropriately.
* Post-holder is also required to assess which documents should be prepared and when for electronic storage systems.
* Post-holder to be fully aware of organisational policy and service developments. Post-holder will be expected to propose improvements or changes to working practices for own work area and/or similar work areas in other regions, being aware of cost and staffing implications.

Will comply with Data Protection legislation.Will comply with Health & Safety regulations. |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** |
| * The post-holder will interface directly with donors and deal with them courteously and efficiently at all times establishing excellent customer relations. The post-holder will be expected to maintain the reputation and image of SNBT at all times with everyone they come into contact with in the course of their duties. Due to the nature of the medical and lifestyle information provided by the donors e.g. Donors who are informing us of sensitive medical information such as pregnancy, high-risk behaviour and other personal medical information the post-holder deals with confidential information on a daily basis.
* The post-holder may regularly be required to deal with enquiries from the partners of deceased donors who wish to notify us that their partner has died or donors who have recently been diagnosed with cancer or other terminal illness who wish us to take them off our panels. This requires the post-holder to sympathise and empathise with the donor and understand their needs from the service.
* Post-holder would daily provide basic medical selection advice, up to their trained level of knowledge to donors and company workplace organisers over the telephone.
* Post-holder will be responsible for ensuring that Donor Services Support Officers in the department effectively carry out administrative key tasks pertaining to post session clear up and arrangements for mobile donating sessions and issue of session information record sheets
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| **Internal** National Donor Services ManagerHead of Donor ServicesDonor Services Manager National Publicity ManagerDonor Services Medical OfficerDonor Services Office Manager Senior Nurse ManagerLocal Clinical Directors Office  | **External**Corporate SectorCouncil OfficialsGeneral publicOther SNBTS DirectoratesSession Organisers Meeting Venue Co-ordinators |
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| **9. MOST CHALLENGING PART OF THE JOB**  |
| * Post-holder must have a flexible attitude and must be able to prioritise all workload ensuring accuracy and confidentiality at all times. Post-holder must also be able to deal with many challenging and competing deadlines efficiently.
* Planning and organising own workload and that of DSSOs to meet conflicting demands, including forward planning, which ensure that tasks are completed in accordance with tight deadlines e.g. ensuring allocation of daily workload to DSSOs is based on Services priorities and timelines
* Having a varied role the post-holder must have excellent organisational skills as the work covers a diverse range of duties and involves considerable multi tasking to meet tight deadlines.
* Continual interruptions to answer and resolve queries/questions and offer guidance both from colleagues and general public. Often using tact and diplomacy to deal with distraught or emotional callers whilst still ensuring a high standard of customer care.
* Due to management environment post-holder will be required to type letters/reports which will be of a confidential and sometimes sensitive nature.
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| **10. Systems** |
| The post-holder will use computer software and databases extensively. They will be knowledgeable on full use of computer, telephone switchboard systems, fax, photocopier, video conferencing equipment.  Advanced IT software packages: -* Progesa – updating of confidential donor and medical data within specialised database
* Microsoft Word - creating typed letters, reports etc
* Microsoft Excel – creation, updating and maintenance of information databases and spreadsheets
* Microsoft PowerPoint – creating, updating and maintenance of presentation slides
* Microsoft Access – updating and maintenance of data records
* GroupWise/NHS Net – receiving and sending of emails internally and externally
* Internet and Intranet – sourcing information internally and externally for use in analytical reports for DSM and Medical Officer
* CEDAR – creating purchase orders and receipting as required – for administrative and blood collection
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| **11. WORKING ENVIRONMENT AND EFFORT** |
| Physical Effort |
| * Advanced typing skills, IT and work presentation skills. Using the keyboard and VDU for lengthy periods of time up to 2-3 hours at a time when updating databases or undertaking financial orders. 60-70% of time spent at VDU. At times work will be urgent and post-holder will not have option to undertake other tasks.
* A driving licence is desired to assist in the transportation or equipment and presentation displays for award ceremonies.
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| **Mental Effort** |
| * Concentration required when auditing Donor Services Officers work and when dealing with EDM.record checking system 2-3 hours per session.
* Ability to work independent and as part of a team.
* Ability to multi task, to take own initiative and meet multiple deadlines.
* Assertive communicator with effective listening skills.
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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 either via telephone or when covering reception for breaks etc. Donors can be angry or aggressive when deferred from donation or have had an excessive wait to donate blood.
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| * Daily use of VDU’s for extensive periods of time i.e. 2-3 hours.
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** |
| * Educated to HND or equivalent experience plus demonstrable a minimum of 2/3-year experience in an administrative role within health care or customer-focussed environment. ECDL or equivalent experience (3 months essential).
* Knowledge of health care or other customer focussed environment and the requirements for the provision of excellent customer care essential.
* Advanced keyboard skills as are excellent communication, organisational and interpersonal skills. Must be able to demonstrate ability to work independently and as a member of a team.
* Driving Licence desirable
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| **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 |  |  |
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| Head of Department |  |  |  |  |
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| Signature |  | Date |  |  |
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| Title |  |  |
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| HR Department will check job description format and content and then send the job description to the AfC Team |
| HR Representative’s Signature |  |  |
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| Date Job Description Agreed: |  |  |
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