

Donor Carer – Blood Donation (Donor Centre) (Band 3)

Recruitment Profile - This is a summary of the Job Description and Person Specification



Blood and Transplant

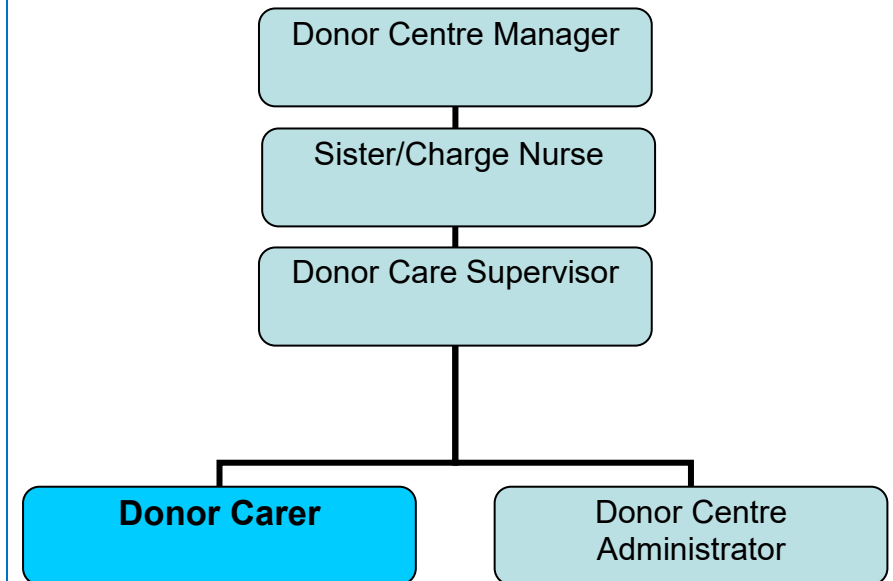
About the Role

As a Donor Carer, you will have the opportunity to learn skills and train to be an essential member of our donor team. You will play a vital role in saving and improving lives on a daily basis in an interesting environment where every day is different. Your responsibilities will include:-

- Taking part in training to learn how to venepuncture by inserting a needle into a donors arm to achieve a blood donation unit
- Looking after our donors throughout their donation journey to ensure they have a positive experience and care
- Ensuring all documentation from donors is recorded, keeping accurate records throughout the session
- Encouraging donors to return by building relationships and delivering an exceptional customer experience
- Ensuring the safe handling and management of blood products, needles and a range of equipment

You will be required to work variable hours and days, including evenings, weekends and bank holidays with appropriate notice of the rota

Organisation Structure



About Us

Our three core principles are critical to our service, guiding everything we do and inspiring us to be the best.

- *We **care** about our donors, their families, the patients we serve, and our people.*
- *We are **expert** at meeting the needs of those who use our service and those who operate it.*
- *We provide **quality** products, services and experiences for donors, patients and colleagues.*

About You

This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process.

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Experience and Knowledge

- Have experience of dealing with the public
- Have experience of delivering a quality customer service
- Be willing to learn new technology skills and undergo digital training

Skills and Abilities

- Be able to communicate in clear and plain English and be able to build relationships with donors
- Be an effective team member who is able to relate to colleagues at all levels
- Be able to follow written instructions, ensuring you are in line with standard processes, showing attention to detail

Qualifications and Training

- Have a good standard of numeracy and literacy
- Be willing to undertake development and training to upskill yourself including completion of the Skills for Health Care Certificate