



Purpose

Responsible for creating a positive, welcoming and comfortable donor experience that promotes donor satisfaction and retention at all Canadian Blood Services donor clinics.

How this role helps save lives

By providing donors with great customer service, a welcoming environment and updates on programs within Canadian Blood Services, donors will continue to donate ensuring we will be able to reach collection targets and ultimately assist the millions of Canadians who will need blood or blood products in their lifetime.

Acceptance Criteria

- Suitable skills and experiences
- Read and sign applicable registration forms
- Completion of Volunteer Orientation and Training
- Review of Volunteer Program Policies and Procedures

Skills, Abilities, Traits

- Able to communicate information in a clear and organized manner
- Friendly, outgoing
- Excellent conversation skills
- Able to work independently as well as in a team environment
- Able to relate to different personalities and age groups in a variety of situations
- Able to observe and react appropriately to adverse situations
- Professional in manner and appearance
- Reliable and punctual
- Reflect the values and mission of Canadian Blood Services

Time Commitment

- As determined by Volunteer Resources

Activities and tasks associated with the assignment

All in-clinic volunteers should be familiar with the three donor stations and priorities for each station:

Donor Stations:

Pre-Donation

Front of clinic –Priorities

- Greet and welcome donors so they feel comfortable and appreciated
- Provide relevant information and guidance to donors about the donation process
- Assist with front-end donor flow
- Provide donors with a clinic orientation and direct questions to appropriate staff

IN-CLINIC VOLUNTEER, *continued*

Donor Flow Area –Priorities

- Assist with the flow of donors through the donation process to ensure that each donor is processed at each station as quickly and efficiently as possible so they feel valued and appreciated for their donation
- Update donors on donation and/or wait-times as appropriate
- Encourage and recognize donor participation in Canadian Blood Services initiatives and update donors on new programs / initiatives as appropriate
- Maintain ongoing communications with the responsible clinic staff in order to identify problem areas in the clinic and provide updates as appropriate.
- Update other volunteers in the clinic regarding donor needs and involvement - mention to volunteers in the hospitality section if a donor is receiving a milestone pin or is a first-time donor, etc.
- Relay donor comments to appropriate clinic staff and respond to donor where appropriate

Post-Donation

Hospitality Area – Priorities

- Ensure that the hospitality area is inviting, orderly and welcoming for all donors
- Welcome donors to hospitality area and ensure they are offered refreshment items
- Observe donors and immediately alert clinic staff of adverse reactions
- Provide donors with organizational updates and information on Canadian Blood Services' programs and activities-
- Respond to donor concerns by addressing their questions or complaints or directing to the appropriate staff and invite donors to complete the donor feedback card
- Thank donors before they leave and invite them to book their next appointment if they have not already done so
- Provide donors achieving milestones with appropriate donor recognition item

Success Measures

Volunteers are expected to:

- Maintain current and appropriate body of knowledge necessary to perform the responsibilities of the position
- Fulfill training requirements and volunteer commitment
- Represent the organization and promote Canadian Blood Services
- Adhere to policies, procedures and training requirements
- Be informed on volunteer duties and centre specific procedures
- Familiarize themselves with Canadian Blood Services and on-going initiatives and programs
- Develop and maintain effective working relationships with supervisors, clinic staff and other volunteers
- Ensure on-going communication with Clinic Services staff and operate in a team environment.

Orientation/Training

IN-CLINIC VOLUNTEER, *continued*

- Canadian Blood Services National Orientation
- Clinic Procedures and Overview
- Privacy Training
- Volunteer Program Policies and Procedures
- On-going training regarding new programs and initiatives as required

Reports To

- During clinic operations – Clinic Services staff contact
- Overall – Volunteer Resources contact

Benefits

- Satisfaction of knowing efforts are helping save lives and improving the quality of life of those requiring blood and blood products
- Opportunity to contribute to Canada's blood system by ensuring donors feel valued and appreciated for their donation
- Meet and interact with a variety of people
- Recognition program which includes Years of Service recognition and on invitation to attend regional events, National Volunteer Week.

Working Conditions and Physical Effort

- Work is normally performed in a typical interior work environment
- Possible exposure to blood