

## POSITION DESCRIPTION

**TITLE:** Collections Tech I

**IMMEDIATE SUPERVISOR:** Manager, Donor Collections

**REQUIREMENTS:** High school diploma or GED required. Medical Assistant with diploma or associate degree preferred. Experience in phlebotomy or donor room preferred. Knowledge of medications and medical conditions helpful. Must have current CPR certification. Must be able to work in a highly regulated environment. Must enjoy working with people in an occasionally fast-paced environment. Valid driver license and reliable transportation required.

**NATURE AND SCOPE:** The position involves medical screening of blood donors, performing phlebotomy, and the care of donor's post-phlebotomy. Management of multiple donors (3) at one time is expected. On rare occasions acute nursing skills are needed following moderate to severe donor reactions. The Donor Collections Tech must be thoroughly knowledgeable in American Association of Blood Banks (AABB) and Food & Drug Administration (FDA) standards regarding donor screening and phlebotomy. Incumbent must also know and follow written Standard Operating Procedures and current good manufacturing practices (cGMP's). Collections personnel will work at all CBB sponsored drives.

**PRINCIPLE ACCOUNTABILITIES:** In all areas, employee must exhibit excellent customer service skills to co-workers, donors, donor chairpersons and others they encounter while representing CBB. This includes a professional, courteous disposition; being attentive to situations and requests; and answering questions to the best of your ability or relaying questions to the appropriate contacts for follow up.

### Donor Screening:

1. Greets the donor and utilizes blood bank computer system to obtain eligibility date and other pertinent donor information.
2. Determines donor suitability based on medical history using standard donor history questionnaire and a completed acceptable donor physical to include finger stick for hematocrit determination, temperature, pulse, and blood pressure.
3. Insures completion of donor history questionnaire including donor signed consent.
4. Answer questions regarding blood bank regulations and policies. Offers direction regarding deferral criteria and donor status within scope of knowledge.

### Donor Phlebotomy/Post-Donation:

1. Selects and prepares blood collection materials per training and Standard Operating Procedures.
2. Determines and prepares venipuncture site. Performs aseptic donor phlebotomy to insure adequate collection as well as donor comfort. Monitors all aspects of the donation process.
3. Collects tubes for donor testing. Insures proper completion of draw information on donor history form. Verifies form for completion.
4. Administers post-donation care. Provides post-donation information and instruction to donor as needed.
5. Administers first aid/acute care to donors experiencing adverse reactions. Insures appropriate follow-up medical attention as necessary.

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### **TITLE: Collections Tech I Unit Processing/Data Entry:**

1. Processes unit and tubes prior to sending to lab.
2. Uses Safetrace system to enter all pertinent draw information into the computer

### **Set-Up/Shut-Down Procedures:**

1. Sets up donor area and completes daily quality control as assigned on reagents and equipment as dictated by SOP.
2. Performs end-of-day duties and cleaning of donor chairs/screening area. Bags and prepares disposal of biohazardous materials.
3. Restocks supplies in donor, screening and refreshment areas as needed.

### **Mobile Van:**

Collection Techs assigned to the mobile van conduct blood drives on a self-contained vehicle at a site remote from the CBB fixed site. These staff members must therefore be able to perform their duties with precision in a confined area, maintain donor comfort and privacy and use personal judgment to make informed decisions. Accountabilities specific to the mobile van include but are not limited to:

1. Prepares and stocks mobile van with draw supplies. Utilizes checklist to assure availability of all materials needed to complete scheduled draws. Sets up van upon arrival at draw site within scheduled time frame.
2. Performs donor history and physical, phlebotomy, and post-donation care while adhering to strict schedule of donors. Exercises judgment in fitting in additional donors where schedule permits. Utilizes donor chairperson and facility medical facilities in case of donor reaction.
3. Processes and stores units quickly. Keeps accurate tally sheet accounting for all units, donor tubes, and donor history cards in preparation for scheduled pick-up, Delivers additional units, etc. to laboratory at completion of draw. Unpacks supplies and completes drive information for CBB Mobile Drive Coordinator
4. Works with CBB Mobile Drive Coordinator and on-site facility donor chairperson to assure successful drive and resolve any difficulties or concerns that may arise in the course of the drive.

### **Mobile Blood Drives (Mass Draws):**

Collection staff assigned to mobile blood drives conducts their duties within remote facilities utilizing portable blood draw equipment. Such facilities generally expect higher donor turnout than the mobile van can accommodate. Accountabilities specific to the Mobile Blood Drives (mass draws) include but are not limited to:

1. Prepares and stocks panel truck with all supplies necessary to process projected number of donors and assure their comfort and safety. Loads supplies onto panel truck or van for transport. (Must be able to lift approximately 20 pounds in weight.) May be required to drive a panel truck or van to mobile site.

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2. Assists in unloading mobile equipment and supplies upon arrival at draw site. Sets up mobile blood bank within designated area, taking into consideration traffic patterns and donor flow. Ensures adequate space for all areas.
3. Performs donor history and physical, phlebotomy, and post-donation care while adhering to strict schedule of donors. Exercises judgment in fitting in additional donors where schedule permits. Utilizes donor chairperson and facility medical facilities in case of donor reaction.
4. Processes and stores units quickly. Keeps accurate tally sheet accounting for all units, donor tubes, and donor history cards in preparation for scheduled pick-up. Delivers additional units, etc. to laboratory at completion of draw. Unpacks supplies and completes drive information for CBB Mobile Drive Coordinator
5. Works with CBB Mobile Drive Coordinator and on-site facility donor chairperson to assure successful drive and resolve any difficulties or concerns that may arise in the course of the drive.
6. Tears down equipment at end of drive. Reloads truck for transport back to CBB. Delivers additional units, etc. to laboratory upon return. Unloads supplies and equipment.

### Special Procedures:

Special procedures involve the screening and phlebotomy of individuals donating under special circumstances. With the exception of directed donations, in many cases the donors would not meet the criteria of a regular volunteer donor. Autologous donors especially may be underage or elderly and will require special care.

1. Insures accuracy and acceptability of additional required paperwork and completion of donor history questionnaire including donor signed consent. Contacts CBB Medical Director for approval or oversight when needed
2. Performs phlebotomy and post-donation care according to the standard operating procedure for the specific procedure being performed.

## LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

## MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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Frequency Code:	Never	0%
	Occasionally	1-33%
	Frequently	34-66%
	Regularly	67 - 100%

#### Activity

Standing  
Walking  
Sitting  
Using hands to finger, handle or touch  
Reach above shoulders  
Climb or balance  
Stoop, kneel or crouch  
Talk or hear  
Taste or smell  
Use foot/feet to operate machine

#### Frequency

Regularly  
Regularly  
Occasionally  
Regularly  
Occasionally  
Occasionally  
Frequently  
Regularly  
Never  
Occasionally

#### **Weight to be lifted or force exerted:**

Up to 15 pounds Regularly  
Up to 25 pounds Occasionally  
Up to 50 pounds Occasionally  
Up to 75 pounds Occasionally  
Up to 100 pounds (*with assistance*) Never  
More than 100 pounds (*with assistance*) Never

#### **Vision requirements:**

Close vision X  
(clear vision at 20 inches or less)  
Distance vision X  
(clear vision at 20 feet or more)  
Color vision X  
(ability to identify and distinguish colors)  
Peripheral vision X  
(ability to observe an area that can be seen  
up and down or the left and right while eyes are  
fixed on a given point)  
No special vision requirements ☐

#### **Tools/Equipment Used:**

Hand tools (pliers, screwdrivers, etc.) ☒  
Cell phone X  
Dollies (hand truck) X  
Computer and fax machine X

#### **Work Environment:**

Work near moving mechanical parts ☐  
Outdoor weather conditions X

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Variable hours/days and erratic schedule X  
Work/job related travel X

### Noise exposure:

Very Quiet ☐  
Quiet ☐  
Moderate Noise X  
Loud Noise ☐  
Very Loud Noise ☐

*This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Individuals may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an individual be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the individual when possible.*

**Acknowledgement:** I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of **Collections Tech I** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by **Community Blood Bank Of Erie County** or myself and such termination can be made with or without notice.

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Signature - Employee

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Date

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Signature - Employer Representative

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Date

### Reviewed and Approved by:

Executive Director: \_\_\_\_\_

Date: \_\_\_\_\_

Medical Director: \_\_\_\_\_

Date: \_\_\_\_\_