

## NZBS Volunteer – Roles & Responsibilities

**Primary Objective:** To support Donor Service staff in promoting a positive, friendly and comfortable environment that enhances the donor experience, promotes donor satisfaction and encourages donor retention. The NZBS volunteer will interact with donors throughout the donation process to ensure their value as a donor is reiterated and their customer needs are met.

NZBS Volunteers may include one or all the following roles/duties:

- 1. Assisting with the recruitment and retention of new and existing blood donors**
  - ◆ Assist with promotional activities associated with donor recruitment as required.
  - ◆ Assist with administration tasks associated with donor recruitment
  - ◆ Help make donor welcome packs and compile other resource materials for events as required
  - ◆ Share information on campaigns and initiatives as requested
  
- 2. Meeting and greeting donors and directing them through the donation process.**
  - ◆ Greet and welcome donors when they arrive
  - ◆ Provide flow directions from reception, registration, interview, the collection floor and the refreshment area.
  - ◆ Provide feedback if there are waiting times or delays in the process
  - ◆ Provide refreshments to those awaiting interview
  - ◆ Ensure magazines and other reading material is made available for donors waiting
  - ◆ Talk to donors and help put them at ease
  - ◆ Refer all donors with medical questions to nursing staff
  
- 3. Serving Refreshments and providing aftercare for donors.**
  - ◆ Welcome and offer refreshments to donors
  - ◆ Stock biscuits, sugar, tea, coffee, Milo, cold refreshments and other foods provided.
  - ◆ Ensure hygiene standards are maintained while providing refreshments. Gloves to be worn when handling food.
  - ◆ Keep refreshment area clean and tidy
  - ◆ Wash dishes or use dishwasher if available
  - ◆ Observe donors and inform staff if donors look, feel or become unwell
  - ◆ Acknowledge all donors for their contribution so they feel appreciated and valued
  - ◆ Refer all donors with medical questions to nursing staff
  
- 4. Care for our Donors**
  - ◆ Treat all donors equally with, respect and dignity
  - ◆ Observe **donors** and inform staff if donors look, feel or become unwell
  - ◆ Refer all donors with medical questions to nursing staff
  - ◆ Treat donor's confidentiality as paramount
  - ◆ Actively fulfil Volunteer H&S responsibilities as per the NZBS Health & Safety Policy.

**JOB DESCRIPTION**

**Reporting & Relationships:**

<b>Accountable to:</b>	Team Leader or their designate
<b>Key Relationships:</b>	<p><b>INTERNAL</b></p> <p>Administration staff Donor Relations staff Collections staff All other NZBS Staff</p> <p><b>EXTERNAL</b></p> <p>Donors General public Other Volunteers</p>

**PERSON SPECIFICATIONS**

<b>VALUES/ATTITUDES</b>	<ul style="list-style-type: none"> <li>• Customer, and donor focused.</li> <li>• Respect and value for the diversity of people.</li> <li>• Honest and trustworthy</li> <li>• Supportive</li> <li>• Motivated</li> <li>• Respectful and acknowledging to others</li> <li>• Privacy of donors respected</li> <li>• Treats everyone fairly and with respect, values diversity, upholds the Treaty of Waitangi, culturally sensitive.</li> </ul>
<b>COMMUNICATION</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Ability to work as a team member or work alone.</li> <li>• Open, honest communication.</li> </ul>
<b>OTHER QUALITIES</b>	<ul style="list-style-type: none"> <li>• Flexible attitude.</li> <li>• Loyal</li> <li>• Calm and effective under pressure.</li> <li>• Good personal presentation</li> </ul>
<b>SPECIFICATIONS FOR DONOR HOST</b>	<ul style="list-style-type: none"> <li>• Excellent communication and people skills</li> <li>• Able to commit to a minimum of 3 months</li> <li>• Can commit to a training and induction period</li> <li>• Has the ability to learn and retain information</li> <li>• Willingness to learn new skills and use initiative.</li> <li>• Can network well within a multi-disciplinary team</li> </ul>
<b>PHYSICAL REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Physically fit – can stand for long periods of time</li> </ul>
<b>TRAVEL REQUIRED</b>	<ul style="list-style-type: none"> <li>• Travel between sites and/or mobile venues</li> </ul>

Volunteer's Name \_\_\_\_\_

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