**Donor Ambassador: Hospitality/Canteen**

**Volunteer Position Summary**The Red Cross strives to meet blood collection goals through an active and comprehensive Donor Engagement program. The Donor Ambassador: Hospitality/Canteen ensures donor is comfortable and re-hydrated after donating blood.

**Scope**

The Donor Ambassador will work closely with Blood Collection team at fixed sites or within community blood drives at organizations, businesses, churches and schools.

S/he will perform all duties and responsibilities in compliance with standard operating procedures, Safety Quality Identity Potency Purity (SQUIPP), regulations outlined in the Code of Federal Regulations (CFR), Occupational Safety and Health Administration (OSHA) and other applicable Federal, state and local regulations.

**Time Commitment**

1-4 days/month at variety of locations including Donor Center and community blood drives

**Responsibilities include**

1. Understand how blood donation impacts patients and communities both locally and across the nation.

* Every 2 seconds someone needs a blood transfusion.
* One blood donation can help save up to 3 lives
* 7 in 10 Americans will need a blood transfusion over the course of their life, yet only 5% of the population ever donates blood?

1. Understand the four steps in giving blood (Reception, Health History, Blood Donation, and Hospitality) and the two types of donation procedures: whole blood and automated (double red cell, platelets and plasma) in a professional manner.
2. Greet donors who have given blood, note name and time of arrival (10-15 minutes in canteen after donating)
3. Offer snack and drink and ask if feeling ok
4. Never leave donor alone, arrange for help if need to be away from canteen area
5. Engage donor in conversation to distract from discomfort and assess if s/he is feeling ok
6. Alert Collections employees if donor feels ill or uncomfortable or starts to re-bleed
7. Schedule donor’s next appointment
8. Encourage each donor to take home the after care information
9. Thank each person and invite them to consider contributing to the American Red Cross in an additional way…volunteering!

**Qualifications**Knowledge of blood donation and benefit to patients is preferred. Requires good oral communication, customer service skills, and the ability to relate effectively to people of diverse backgrounds and education levels. Background check required.

**Essential Functions/Physical Requirements**The duties are representative of the essential functions of the position. Physical requirements are those present in normal office environment including handling computer equipment, walking through or between buildings, reacting quickly to prevent injury to donor if s/he has a negative reaction (fainting, nausea, etc). Operational flexibility is required to meet sudden and unpredictable needs.