**Donor Ambassador: Reception/Registration**

**Volunteer Position Summary**The Red Cross strives to meet blood collection goals through an active and comprehensive Donor Engagement program. The Donor Ambassador: Reception/Registration is an in-person registrant who explains the donation procedures, answers potential donor questions, assists with checking off appointments, ensuring donor is registered and prepared to donate blood.

**Scope**

The Donor Ambassador will work closely with Sponsor and Collections team to register prospective blood donors for a blood drive 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. Explain 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 and register donors, log into computer or use paper registration, check valid identification
3. Maintain accurate records of donors
4. Ensure donor reads information material, make donor name tag
5. Develop a working knowledge of criteria to inform and encourage donors of eligibility for donation via automated procedures
6. Stay updated on ‘wait time’ and ensure donors are aware (in a positive manner)
7. Schedule donor’s next appointment
8. 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. Computer knowledge and ability to enter information in database is strongly preferred. 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. Operational flexibility is required to meet sudden and unpredictable needs.