



**American
Red Cross**

Twin Cities Area Chapter

1201 West River Parkway
Minneapolis, MN 55454-2020
Tel: 612-871-7676
Fax: 612-872-3200

Volunteer Position Description

Blood Center Volunteer

POSITION SUMMARY: Volunteers assist in two roles: greeter and canteen host. Greet blood donors and assist with registration or provide attention, care, and refreshments following blood donations at Red Cross sites and bloodmobiles throughout the metro area. (Fixed sites are located in Minneapolis, St. Paul, Shoreview, and Bloomington.)

GREETER RESPONSIBILITIES:

- Greet donors and welcome them to the bloodmobile or fixed site.
- Keep track of donor appointments.
- Ask donors to read required donation forms.
- Direct all questions relating to the donation process or health history to appropriate Red Cross staff.

CANTEEN HOST RESPONSIBILITIES:

- Welcome donors to post-donation area and offer refreshments, appropriate instructions, and conversation.
- Explain importance of blood donations and encourage persons to donate regularly.
- Report any adverse donor reactions to Red Cross staff.
- Encourage donors to complete quality control evaluations.
- Maintain cleanliness in refreshment area.

QUALIFICATIONS AND REQUIREMENTS:

- Good verbal communication skills.
- Good customer service skills.
- Be friendly, courteous and enjoy working cooperatively with donors and staff.
- Able to maintain confidentiality in a professional manner.
- For canteen volunteers, some standing is required.

TRAINING: Red Cross volunteer orientation (2 hours) and on-the-job training

TIME COMMITMENT: Shifts run from 2-6 hours. Flexible schedule; weekday daytime, evening and weekend hours available.

SUPERVISOR: Volunteer Resources Coordinator

CONTACT: Volunteer Resources, 612-872-3210, volunteer@redcrosstc.org

INSTRUCTIONS:

- Arrive 10 minutes prior to the start of your shift to help ensure a smooth transition between yourself and the volunteer working the shift prior to yours.
- If you are running late, notify Kristen Faber at (651) 291-6725.
- If you need to cancel, please give at least 48 hours notice.
- Dress casually and comfortably. Remember, you will be in air conditioned facilities.
- Please sign up for shifts as far in advance as possible.

12/19/2007