

## Example of Team Information Sheet

### What we would like to share with you about the West End Donor Centre

#### Our Working Day

##### Times we work

The WEDC works 7 days a week, 52 weeks a year excluding Christmas day and New Years Day.

Opening times are;

- Monday – Friday: 0815 – 1930
- Saturday and Sunday: 0900 – 1600

If a shift begins at the beginning of the day, the Donor Carer shifts starts 30 minutes before the session start time, and if the shift finishes at the end of the day, the donor carer shift finishes 30 minutes after the session finish time.

We have a variety of shift patterns to cover this session programme;

#### Monday – Friday

- 4.25hr contracts, usually 0745 – 1200 or 1545 – 2000
- 7.50hr contracts, usually 0745hrs – 1545hrs or 1200hrs – 2000hrs (includes 30 minute unpaid break)
- 11.25hr contracts, usually 0745 – 2000hrs (includes 1 hour unpaid break)

#### Saturday – Sunday

- 4.25hr contracts, usually 1100hrs – 1515hrs
- 7.50hr contracts, usually 0830hrs – 1630hrs (includes 30 minute unpaid break)
- 11.25hr contracts, usually 0830hrs – 1630hrs (includes 30 minute unpaid break)\*

\* Any time owed from weekend working is planned within the fortnight.

The donor centre requires a fixed blend of these contracts in order to maintain optimum staff levels through the day. Each of these contracts are available at 2-5 days a week, to a maximum of 75 hours a fortnight.

The donor centre has a kitchen and staff rest room for staff to use through their break times. The kitchen is stocked with a fridge, dishwasher, microwave and tea/coffee making facilities. There is also a shower room for staff use. Due to the number of staff who work in the donor centre each day, break times are carefully coordinated so that all staff can have their break between 1200 and 1545 each day.

#### Our Team Arrangements

Each month a Donor Care Supervisor will prepare a staff roster based on the needs of the clinic. There is an opportunity for staff to request certain days off according to their contract, but these are not guaranteed and any long standing commitments or dates must be

discussed at interview, and then latterly with the Donor Centre Manager to see if they can be honoured. The employment contracts are across a fortnight, so for example a donor carer working 7.50hrs a day, 8 days a fortnight, could work 5 days in a week one and 3 in the week two. The rosters are published at least 4 weeks before they start, so any requests for annual leave or time off must be made before the rosters are published to allow for time for this to be considered by the Donor Centre Manager.

### **Our uniform and dress code**

We are a customer facing organisation who relies not only on the generosity of donors, but also that they will return time and again to donate. We therefore take our customer service very seriously and this starts with how our team members appear and behave. We are strict about our uniform policy, not only to preserve our professional image, but also to maintain important health and safety, clinical and quality standards. You will be provided with adequate uniform for the number of days you work, which will consist of dress / tunic / trousers, cardigans / jumpers, and safety shoes if required.

### **The physical aspects of the role**

It is fair to say that the role of a Donor Carer does require a certain degree of physical strength and dexterity, as there is a certain amount of manual handling involved which may not be appreciated at first. Our team have to move stores, equipment and other items around the donor centre and often up and down stairs as we access our stores and prepare our first floor donor centre each day. We have to move and unload cages of stores each week to resupply our local stores. We have to move donors in the donation chairs which does require some upper body strength and control. The role requires team members to be on their feet and standing in one place for prolonged periods, and at the same time it also requires a certain amount of speed around the session. There is no option for breaks other than toilet breaks through a shift, and each team member must be able to maintain a certain rate of work through that shift. Full Manual Handling and People Posture awareness training is delivered as part of your induction, with yearly refreshers.

### **How many colleagues are in our team**

The West End Donor Centre is currently going through an expansion project which will see it become the most productive donor centre in the UK. We require 9 Donor Carers, one Donor Care Supervisor and one Session Nurse on duty at all times, which due to the shift patterns means that over 20 staff will be on duty at some point each day. The team is managed daily by the Session Nurses who in turn report to the two Donor Centre Managers.

### **How we keep you updated**

With a team as large as ours, keeping staff updated is a challenge, so most of our individual communication is done by email or face to face. We have a team brief each morning to update staff on any immediate issues, and we have a number of noticeboards around the centre with more general information. We have three Team Training Days a year which we use to share and discuss performance and provide more generalised training. We also have an open door policy so all the managers are accessible either in person, by phone or email.

### **How we organise your training**

Your training takes two forms; skills based and mandatory during your induction to NHSBT. The skills based training is delivered in a six-week full time programme. (This can be planned over a longer period for part time staff) when you join, and will be a mix of classroom based training and practical demonstration. The expectation is that all staff

complete their training in the agreed time period, which is monitored closely by our Education and Training Facilitators as well as the clinical staff on the team. The mandatory training (Manual Handling, Infection, Prevention and Control etc) is also completed during your induction, but this is mostly through our online training academy Brightspace.

### **Parking Availability**

As you may expect of a central London location, there are no parking facilities at the donor centre. All staff commute via public transport, or walk or cycle in.