

Candidate Session Tour Checklist

Candidates shortlisted for the roles of **Donor Carer** and **Team Assistant** will be required to undertake a tour prior to their interview to ensure that they have a clear understanding of the role. This visit should take approximately **30** minutes for a DC and **20** minutes for a TA. Please note:-

- Complete the following checklist for each candidate
- Ensure that donors are not affected and that the team are not distracted from their roles.
- Be honest about the role as we want to make sure they are fully aware of what is expected

Name of Candidate:	Post Title:
Tour conducted by:	Date of Tour:
1.	Welcome the candidate to the session and reiterate the purpose of the visit is to ensure that they have a clear understanding of the role and for them to ask questions.
2.	Front of House/Refreshment Area – introduce candidate to the DC on welcome and explain: <ul style="list-style-type: none"> • the welcome process. • the importance of excellent customer service <i>(For TA's go to section 7 as Sections 3 to 6 are not applicable)</i>
3.	Screening - Show the candidate the acceptance and deferral criteria and a blank DHC and explain: <ul style="list-style-type: none"> • screening process, questions required and why we ask them • printing of DHCs • how we ensure donors information is kept confidential
4.	Collection - Check with the Donor if they are happy to be observed. If yes then ask the DC to explain to the candidate the donation process. This should include: <ul style="list-style-type: none"> • venepuncture – explain that this is expected of every DC • customer service / maintaining a rapport with the donor
5.	Back pod - Let the candidate hold a blood pack and watch the DC undertaking the final checks, explaining why these are carried out and that attention to detail is essential.
6.	Driving / Vehicles – Show the candidate the vehicles they would be required to drive, asking them to sit in the drivers seat and observe the tail lift process.
7.	Post Donation Refreshment Area. Explain that this includes: <ul style="list-style-type: none"> • assisting donors to make appointments on the i-pad • talking to donors, explaining why this is essential in preventing faints and resolving any concerns or issues • assisting donors to help themselves to refreshments • dealing with any faints and re-bleeds
8.	End of Tour <ul style="list-style-type: none"> • Explain daily load and unload of equipment and materials • Explain to the candidate that they will receive training during their induction phase to enable them to perform the role within 6 weeks of their start date (this takes longer for part timers). • Ask if they are still interested in the role and if they say no, thank them for their time and their honesty and inform the interview panel
9.	Feedback Questionnaire – Ask the candidate to complete the questionnaire. This will take approximately 10 minutes.
10.	Handout – Ensure the candidate is given a “Team Information Sheet” for them to read and take away. Ask them if they have any queries regarding the content and if so note in “Comments” box below
Comments:	