

RTS Collection Officer Job Description

JOB DESCRIPTION

JOB TITLE:	COLLECTION OFFICER	JD
DEPARTMENT:	ADMINISTRATION	
SECTION:	RANDOX TESTING SERVICES	

ACCOUNTABILITY

RTS COLLECTION SERVICES MANAGER

MAIN JOB FUNCTION

Randox Testing Services provides customers with a 24hr / 365 day a year service. Collection Officers are required to attend our customer's sites and workplaces to collect and record the collection of human samples for analysis of drugs of abuse and / or alcohol. In some case the samples may require on site analysis and interpretation.

The samples collected may include breath, urine, oral fluid, hair, blood or DNA. The samples will be collected under strict Chain of Custody procedures.

In some cases advance notice of the collection will be given in others there will a requirement to attend the customer's site / workplace within a target time of 2 hours.

KEY TASKS & RESPONSIBILITIES

- To work as part of an Operational Team for the collection and processing of samples for drugs of abuse screening as part of a routine or on call testing service.
- Be available to work shifts, provide an on call service and travel to any location throughout the UK & Ireland in response to a testing need.
- The accurate processing of appropriate donor information ensuring that each specimen obtained has all data required.
- To record all collection data & information accurately and on the appropriate RTS forms.
- The identification of donors and the specimens to be processed.
- To ensure that all completed paperwork is despatched to the RTS in a timely manner.
- To regularly update the Operations Team at RTS of your availability.
- Ensure that you have sufficient kits and equipment to carry out any collections or any potential collections.
- To keep all equipment & kits in a safe and secure environment and in good working order.
- To carry out and record accuracy checks and calibrations of breath testing equipment as required by RTS.
- The collection and preparation of biological specimens for testing.
- The performance of the necessary chain of custody on specimens following established procedures

in line with International & European guidelines for drugs of abuse testing.

- The preparation of specimens for transportation to ensure that their stability is safeguarded during shipment to the appropriate analytical laboratory.
- The possession of the knowledge and skills to handle problematic collections such as shy bladder, attempted sample tampering or adulteration and difficult donors.
- Undergo internal & external training or refresher training as required by RTS
- The assisting in the training of staff in collection techniques and procedures.
- To partake in a Collection Officer Audit annually.
- Present yourself to customers, customer representatives and donors in a smart and professional manner and have in your possession current RTS identification.
- Adherence to company Positive Work Environment Policies, Health and Safety procedures, and the maintenance of a safe working environment.
- Please note that this job description is intended as a guideline - new duties and responsibilities will be incorporated as a matter of custom and practice as the role evolves

ASSOCIATED SKILLS

- Highly motivated, independent and proactive; anticipates needs and issues and takes action accordingly.
- Strong work ethic and self-starter; able to effectively manage multiple priorities and adapt to change within a fast-paced environment.
- Strong organisational and communication skills, with high attention to detail.
- Ability to work as a team member of a cross-functional team to accomplish time-driven goals.
- Willingness to work flexibly.
- The ability to treat all information with the highest level of confidentiality

QUALIFICATION & EXPERIENCE

ESSENTIAL

- Knowledge of Chain of Custody / maintenance of evidence continuity
- Drivers Licence
- Competent in the use of Microsoft Offices computer applications such as Word Excel and Outlook.
- Possess excellent communication skills (written and verbal)
- Possess excellent organisational skills and ability to work on their own and within a team.

DESIRABLE

- A working knowledge of health and safety requirements.
- A basic knowledge of GDPR