



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

### **Job Description**

*Job Title:* Client Transportation & Support Specialist

*Department:* Administration

*Position Status:* Non-Exempt  
Per Diem

*Expected Pay Rate:* \$16.50

*Supervised by:* Director of Community Services

#### *General Statement of Duties:*

This position will be contacted as needed by Agency staff to schedule transportation assistance for existing clients. The driver will be responsible for picking clients up from the provided address and transporting them to and from their appointment. At times, the driver will be expected to attend the appointment with the client to provide additional support and/or to take notes on behalf of Agency staff.

#### *Specific Duties or Typical Work Activities:*

- Provides transportation and support for clients as requested by Agency program staff
- Coordinates with the Front Desk Receptionist to reserve Agency vehicles
- Contacts the client by phone prior to the appointment to confirm appointment, pick up/drop off times, and other pertinent information
- Provides transportation for clients to and from their scheduled appointment
- Provides support to the client during appointments, when necessary
- Provides follow up information to program staff following the client appointment, when available
- Ensures that the Agency-owned or Agency-leased vehicle is full of gas prior to returning the vehicle
- Other related duties, as assigned

#### *Required Knowledge and Skills:*

- Strong verbal communication skills including, but not limited to, good interpersonal skills, and the ability to adjust communication style based on audience
- Ability to respond to inquiries via telephone
- Organizational and time management skills
- Ability to maintain confidentiality and demonstrate good boundaries
- Able to demonstrate compassion and understanding with individuals at different stages of emergencies
- Maintain accurate documentation including, but not limited to, expenditures, mileage records, and time sheets

#### *Qualifications:*

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance
- Must have a flexible schedule and the ability to accommodate early morning and/or evening hours, which average approximately 12 hours per week
- Prior experience coordinating care, and/or knowledge of local resources and providers is preferred

#### *Additional Expectations:*

- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided

- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate records and documentation including, but not limited to, expense sheets, time sheets, fuel costs and mileage records
- Required to ensure that employees and volunteers are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee