

**\*\*Must be able to work Weekends and Holidays.\*\***

### **POSITION SUMMARY:**

The primary function of the Homeless Access Transport Driver is to see that guests and clients are safely transported to appointments, meetings and community services, and that Hospitality House's Good Neighbor Policy and Mutual Respect Code is enforced. The Driver plans, coordinates, and executes van routes as well as incorporates individual transportation needs as required. Under the direction of the Supervising Outreach Case Manager, the Driver will serve as an integral part of the Outreach Team and provide regular back-up to the Community Outreach Liaison as calls come in for assistance and/or transportation.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Outreach support**

- Serve as the primary driver for the Outreach Team van, executing a regular service route as well as handling special requests and/or individualized transportation needs.
- Help enforce Hospitality House's Good Neighbor Policy and Mutual Respect Code; issue violations to those who are not in compliance as needed.
- Engage business owners requesting support with any homeless guests and/or clients who are interfering with business operations; encourage guests and/or clients to move on to another more suitable location.
- Provide support to Supervising Outreach Case Manager and the Outreach Community Liaison(s).
- Respond to shelter needs as requested.
- Load and unload supplies.
- Ensure timely conveyance of guests, staff and/or materials to and from places as instructed by supervisor or the manager.
- Report any instance of accident, injury or damage to a guest, client, staff person or vehicle as soon as possible.
- Plan out and establish vehicle routes and schedules for guests to access necessary support services.
- Coordinate special needs and request from guests that are not part of the regular transportation route(s).
- Assist both physically and mentally disabled guests in and out of the vehicle as needed.
- Other duties as assigned.

#### **Administrative**

- Enter relevant information into Hospitality House's daily log to help inform other staff members of important issues concerning guests and outreach clients.
- Answer and respond to calls for service in a timely manner.
- Other duties as assigned.

#### **Vehicle Maintenance**

- Enter outreach data into HMIS daily to accurately record service delivery.
- Ensure that vehicles are kept clean and safe at all times by washing and/or sanitizing both the inside and outside parts of the vehicle when needed.
- Ensure vehicle maintenance is completed per maintenance schedule and that fluid levels are properly and safely maintained.
- Obtain and submit all records and receipts for gas and/or vehicle maintenance.
- Report any instance of mishap or accident; submit written documentation when issues escalate to the level requiring an official "incident report."
- Other duties as assigned.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:**

Preferred: Associate's Degree (A.A.) or equivalent from a two-year college or technical school related to the field of work (social services, health and human services); or six months to one-year related experience and/or training; or equivalent combination of education and experience.

**COMPUTER SKILLS:**

To perform this job successfully, an individual should have knowledge of: Electronic Mail Software (Gmail preferred); internet programs (including online payroll system Hub"); database systems, Homeless Management Information Systems (HMIS) preferred; Microsoft Word.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Must have a current and valid driver's license with a clean record.

**OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:**

- Knowledge of modern office practices and procedures, including the operation of data processing and personal computer systems and other standard office equipment.
- Use initiative and independent judgment within established guidelines.
- Understand and carry out oral and written directions. Ability to communicate clearly and effectively with others.
- Prioritize work and coordinate multiple activities with potentially competing deadlines.
- Flexible and open to direction, accepting constructive feedback readily.
- Possess strong organizational and planning skills.
- Establish and maintain positive and cooperative working relationships with those contacted in the course of work, including a culturally diverse general public, with a focus on quality service to internal and external customers.
- Asks for guidance and assistance when needed as opposed to performing duties without clear understanding.
- Self-directed with the demonstrated ability to manage multiple projects and multiple priorities. Ability to take ownership of projects and see them through to completion.
- Ability to work independently with minimal supervision.
- Must be able to communicate clearly and effectively with others.
- Ability to work within a team structure, interacting with staff, volunteers, the general public and shelter guests both individually and in a group setting.

***HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.***

Job Type: Part-time

Salary: \$15.00 /hour