



POSITION DESCRIPTION

Position: **Homeless Access Transport Driver**
Reports to: Outreach Manager

Status: Non-Exempt
Schedule: Part-time; hours may vary
Date Prepared: June 22, 2020

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 are enforced. The Driver plans, coordinates, and executes van routes as well as incorporates individual transportation needs as required. Under the direction of the Outreach Manager, the Driver will serve as an integral part of the Outreach Team and provide regular back-up to other shelter and outreach staff as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Outreach Support

- Serve as the primary driver for the Outreach Teams 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 Outreach Manager and outreach teams.
- Respond to shelter needs as requested.
- Load and unload supplies; deliver meals to off-site locations as needed.
- Ensure timely conveyance of guests, staff and/or materials to and from places as instructed by the Outreach 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 who 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

- Collect data for HMIS to accurately ensure the recording of service delivery.

- 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

- 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.”
- Follow all public health guidelines related to safety and sanitation.
- Other duties as assigned.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- **Problem Solving** – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Technical Skills** – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- **Customer Service** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **External Working Relationships** – Develops and maintains courteous effective working relationships with clients, vendors and/or other representatives of external organizations.
- **Adaptability** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **Judgment** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Initiative** - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and seeks clarification; responds well to questions.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Leadership

- Quality Management – Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.
- Diversity - shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Organization

- Cost Consciousness – Conserves organizational resources.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; respects diversity.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

BUSINESS NECESSITY:

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted, and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adapting with minimal or no advance notice, to change in how business is conducted, and work is accomplished, with no diminishment in work performance.

SAFETY AND SECURITY:

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

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.

LANGUAGE SKILLS:

Ability to read and interpret documents such as schedules, safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and write routine office communications, schedules, lists and emails. Ability to speak effectively with groups of volunteers, members of the general public and employees of the organization.

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.

- Ability to work independently with minimal supervision.
- Ability to work within a team structure, interacting with staff, volunteers, the general public and shelter guests both individually and in a group setting.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods of time, walk, bend, kneel, squat, push, climb step ladders, and stoop, and occasionally; use hands to finger, handle, or feel; reach with hands and arms; talk, and hear; and smell.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Must have the ability to travel across, up and down a variety of surfaces (stairs, ramps, uneven terrain).

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

Office and outdoor work environment; temperatures vary depending on seasonal weather; exposure to loud noises and outdoor elements.

NATURE OF SUPERVISION RECEIVED:

Must be able to work independently toward attainment of operational goals and contract compliance.

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

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Printed Name: _____ Date _____

Signed: _____