

DRAFT

VAN DRIVER COUNCIL ON AGING

Position Purpose:

The purpose of this position is to perform routine work in the vehicle transport of elderly citizens to and from appointed destinations; performs all other related work as required. FLSA Non-exempt.

Supervision:

Supervision Scope: Performs routine work of a repetitive nature which involves the exercise of considerable caution and safety when driving passengers to and from various locations.

Supervision Received: Works under the general supervision of the Council on Aging Director. Employee refers all questionable cases to supervisor.

Supervision Given: None.

Job Environment:

Work is performed in a vehicle on the road with exposure to all weather conditions and the general hazards associated with driving.

Operates a lift-equipped van; operates automatic wheelchair lift and mobile communication equipment.

Makes frequent contact with elderly passengers as well as Council on Aging staff, medical office personnel, hospital and medical services staff, food bank, the families of clients, and other town departments.

Errors could result in considerable delay and loss of service, damage to equipment, possible injury or loss of life, and legal repercussions.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Transports elderly and disabled citizens in getting to and from various destinations, such as the grocery store for shopping, Council on Aging for classes, medical offices for appointments, Post Office, etc.; assists passengers in getting in and out of vehicles by opening doors and providing physical assistance to those who request or need it; carry groceries, assist with walkers, operates wheelchair lift; ensures that passengers safely enter their dwellings. Ensures that passengers wear safety belts. Ensures that wheelchairs are secured in vehicle.

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Inspects vehicles daily and reports any malfunctions and/or damage to vehicles; reports needed repairs. Maintains cleanliness of vehicles at all times. Fills gas tank daily. Completes daily log sheets. Communicates and coordinates any schedule changes with the supervisor.

Contacts elders as needed regarding reservations, schedules or cancellations.

Assists the COA office as needed with social functions, answering the phone, etc.

Explains and enforces the rules and policies of the service regarding customer requests and customer conduct. Maintains a peaceful environment on the van.

Leads customer experience: fosters a sense of independence on the van for each customer. Encourages mutual respect among customers, helps customers when needed or asked. Makes special stops, when possible. Gives heightened priority to medical-related requests. Non-medical requests must not unduly inconvenience other customers.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education and Experience:

High school education; some experience operating a passenger van or in light truck delivery service preferred; experience in working with elderly persons desirable; or any equivalent combination of education and experience.

Special Requirements:

Possession of a valid motor vehicle operator's license.

Clean driving record.

Certification in CPR and First Aid.

Knowledge, Ability and Skill:

Knowledge: Thorough working knowledge of the operation of a passenger van.

Ability: Ability to interact with elderly and disabled persons in a positive and sensitive manner. Ability to understand and follow oral instructions. Ability to function well in stressful/emergency situations. Ability to operate wheelchair lift equipment and push a wheelchair. Ability to operate, steer, and maneuver a vehicle under various weather conditions. Ability to remain calm, concentrate and perform all responsibilities in a competent manner at all times.

Skill: Excellent customer service skills. A high level of patience, tact, and discretion.

Physical Requirements:

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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.

Regularly required to stand, walk, crouch, stoop, and sit; must be able to manipulate objects, tools, or controls, and be able to pick up and carry bundles. Bends and stretches to reach low and high. The work requires lifting bags/bundles weighing up to 60 pounds and being able to carry a reasonable quantity of materials from place to place. Must be able to communicate. Vision and hearing at or correctable to normal ranges.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved September 2019

Town Administrator