

# RIDE CONNECTION POSITION DESCRIPTION RIDEWISE TRAVEL TRAINER

**Position Title:** RideWise Travel Trainer  
**Position Reports To:** Mobility Manager  
**Full-Time Equivalent:** 100%  
**Status:** Non-exempt

## **Position Summary**

The primary responsibility of the Travel Trainer is to conduct in-person assessments of customers seeking training and to instruct Ride Connection customers to travel safely and independently by accessing public transportation and other transportation alternatives as appropriate.

## **Core Accountabilities**

**Agency Values** – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable and accountable business relationships and practices.

**Teamwork** – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

**Respect and Caring** – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

**Effective Use of Resources** – Use office and position resources effectively. Make efficient use of the time and talents of others.

**Initiative** – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

## **Lead by Example**

## **Major Duties and Responsibilities**

- Complete in-person intake and assessment on individuals interested in receiving travel instruction
- Based on assessment determine best possible training model (i.e. consumer education, peer program, specialized instruction)
- Based on ability level and goals of the individuals, develop a personalized plan of instruction.
- Maintain working knowledge of all public transportation systems in Clackamas, Multnomah and Washington Counties
- Plan and evaluate the routes for the individual receiving instruction (environmental barrier analysis)
- Provide one-on-one field training to individuals referred for travel training. Field training includes but is not limited to
  - Schedule trainings at the time and location of the specific routes requested
  - Instruct customer in the importance of safety in independent travel
  - Build rapport and communicate with family and natural support network of customers
  - Instruct customers on transit skills
  - Instruct customers in how to travel routes including navigation and way-finding strategies
  - Instruct customers in how to be Self-advocates
  - Instruct customers in how to develop strategies to use when lost or confused when traveling
  - Instruct customers on how to handle unusual or emergency situations in the travel environment
  - Establish collaborative relationships with other professionals
- Evaluate the individual's ability and skill level to travel safely and independently on an ongoing basis
- Provide travel training in a group setting
- Complete all reports and paperwork including but not limited to; initial intake, goal setting and plan, progressive evaluation, final and follow-up report
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Participates in required training programs and attends all staff meetings as required
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

## **Required Qualifications**

- High school diploma or equivalent, and three years experience in travel training or a related field or the equivalent combination of education and/or relevant experience
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills
- Must have access to reliable transportation for employment purposes which may include evenings and weekends. If using personal vehicle, must maintain proof of auto insurance and comply with State regulations
- Maintain a driving record that meets or exceeds Ride Connection's driver standards
- Ability to pass a National Criminal Record Check which includes fingerprint identification
- Demonstrated training skills, comfortable leading groups of people, and speaking in front of people
- Ability to adhere to competencies set forth in the Best Practice – A Guide to Travel Training

## **Preferred Qualifications**

- Experience working with older adults and people with disabilities
- Experience and passion working for a Non-Profit organization
- Familiarity with Portland Metropolitan area public transit system
- Spanish/English bilingual skills.

## **Physical Requirements**

- Repetitive motion

- Prolonged sitting and standing
- Extensive visual/hearing involvement
- Exposure to outside environment including heat, cold and rain
- Frequent use of public transportation including getting into and out of the Max train and buses
- Able to use a tablet
- Occasional lifting of items from below the knees or above the shoulders
- Occasional lifting up to 40 pounds

**Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.**