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 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.