

RIDE CONNECTION POSITION DESCRIPTION TRAVEL OPTIONS COUNSELOR

Position Title: Travel Options Counselor
Position Reports To: Mobility Manager
Full-Time Equivalent: 100%
Positions Supervised: N/A
Status: Non-exempt

Position Summary

The Travel Options Counselor serves as the primary point of contact for all Ride Connection customers who might benefit from travel options counseling and education. The Travel Options Counselor works to counsel and educate older adults and people with disabilities about all available transportation options in their community. This is most often accomplished at the individual level, but information may also be presented in a group setting out in the community.

The Travel Options Counselor provides, at the direction of the consumer, information and assistance with referrals to the most appropriate, least restrictive mode of transportation. Counseling will be made available most often by phone, but can also occur in the home, hospital or skilled nursing facility, or other setting selected by the consumer. The Travel Options Counselor must work independently and manage multiple projects assigned by supervisor(s) and managers. The Travel Options Counselor also will provide support as needed to coordinate ride requests and referrals to the most appropriate transportation service(s) and performs follow up activities to ensure the expected level of service was offered and received. They will also work to build relationships with sites, agencies, and individuals who provide services to older adults and people with disabilities in the Portland Metro area. This is a confidential position and discretion must be exercised in protecting and releasing information.

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

- Works with the Service Center staff to provide the highest quality service to our customers to ensure each person who requests our service is treated with dignity, respect and patience
- Serves as the first point of contact for all new Ride Connection customers
- Ensures completion of intake, assessment, and referral for all new Ride Connection customers is timely, accurate and in accordance with program requirements
- Provides transportation options counseling which includes helping the customer with identification of barriers; both real and perceived
- Provides ongoing support to customers as needed to ensure the level of support customers receive is appropriate to the needs, abilities, and wishes of the individual customer
- Maintains working knowledge of all available transportation options throughout the Portland metro area
- Assists RideWise Outreach Specialist with coordination of Riders' Club group transit orientations.
- Answers incoming calls from customers and ensures accurate input of their requests for transportation
- Assists Travel Navigators in working with customers that need extra assistance in the process of receiving service
- Possibility of being cross trained as a Scheduler/Dispatcher
- Provides support to agency professionals in researching transportation alternatives for their clients/customers
- Completes all reports and paperwork as required
- Participates as a member of all appropriate agency teams
- 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
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- High school diploma or equivalent, and three years experience in counseling or a related field or the equivalent combination of education and/or relevant experience
- Experience working with older adults and people with disabilities
- Skilled at being an active listener and interviewer
- 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
- Ability and willingness to work evenings and weekends
- 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

Preferred Qualifications

- Familiarity with Portland Metropolitan area and its public transit system

- Experience and passion working for a Non-Profit organization
- Background or coursework in Social Work, Psychology, or Counseling
- Ability to speak Spanish and/or Russian

Physical Requirements

- Repetitive motion
- Prolonged sitting and standing
- Extensive verbal/visual/hearing involvement
- Office environment
- Extensive use of a computer and telephone

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.

Ride Connection is an Equal Opportunity Employer.