

# RIDE CONNECTION POSITION DESCRIPTION HEALTH & SAFETY SPECIALIST

**Position Title:** Health & Safety Specialist  
**Position Reports To:** Chief Quality Assurance & Compliance Officer  
**Full-Time Equivalent:** 100%  
**Positions Supervised:** None  
**Status:** Non-Exempt

## **Position Summary**

The Health & Safety Specialist is an administrative confidential position that supports the administration of Ride Connection's health and safety programs. This position will assist the Chief Quality Assurance & Compliance Officer in managing these programs including the agency's COVID-19 safety program and act as the safety liaison in various capacities. The Health & Safety Specialist will serve as the Chairperson for Ride Connection's Safety Committee. They will work with the Chief Quality Assurance & Compliance Officer to coordinate follow-up for identified safety concerns. The Health & Safety Specialist will conduct virtual or in-person COVID-19 safety assessments. In this position discretion and confidentiality 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**

- Coordinates and ensures compliance of all regulations with a OSHA-compliant respiratory protection program.
- Serves as designated safety liaison between the various departments, transportation networks, and partners supported by Ride Connection
- Serves as chairperson for Ride Connection Safety Committee
- Communicates transportation specific COVID-19-related safety practices and protocols to all providers and drivers and acts as a resource on COVID-19 safety information
- Ensure all PUI or COVID + notification is accurately documented and notifies public health if contact tracing is prescribed
- Ensure that all personnel know and follow established safe work procedures in accordance with safety protocols
- Establish a plan to communicate with the Chief Quality Assurance & Compliance Officer regularly about COVID-19 safety or any major changes in safety recommendations and protocols
- Serves as the first level contact and response for COVID-19 safety and compliance concerns within the NEMT network
- Works with the Chief Quality Assurance & Compliance Officer to coordinate follow-up for identified safety concerns. If a safety concern is unable to be resolved, or if there are continuing or serious non-compliance concerns, works to remedy situation
- Conducts virtual or in-person COVID-19 safety assessments
- Ensure continuous coverage for responding to safety concerns
- Support social distancing and proper facial covering usage as required by the Governor, OHA and the CDC
- Provide answers for day to day inquiries on the company's health and safety practices and procedures
- Assist in implementing processes to support state and federal compliance.
- Distribute company announcements and safety information
- Makes regular contributions to safety news letter
- Attend agency staff meetings, management meetings and Board/committee meetings, and trainings as required
- Provide additional support and expertise as required

- Represent Ride Connection in a professional manner to our service partners, our funders, and the community
- Effectively communicate the mission and purpose of Ride Connection
- Develop, maintain and enhance relationships with Ride Connection staff, partners, customers, and supporters.
- Provide superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Participate in required training programs and attends all staff meetings as required
- Adhere to current Ride Connection Personnel Policies
- Perform other duties as assigned

### **Required Qualifications**

- Two years college level coursework or equivalent training or the equivalent combination of education and/or relevant experience
- Ability to analyze transportation service delivery and recommend safety enhancements
- Ability to work with a diverse group of individuals including staff, Ride Connection's network providers, community and government agencies, volunteers, and riders to design methods for improving communication and safety
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- 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 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
- Demonstrated resiliency
- 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
- Ability to pass a National Criminal Record Check which includes fingerprint identification

### **Preferred Qualifications**

- Experience in implementing quality improvement systems

- Knowledge of Federal and Oregon rules and statutes pertaining to programs receiving government funding for transportation
- Experience in demand-response transportation
- Experience working to provide services to older adults and people with disabilities
- Experience and passion working for a Non-Profit organization
- Ability to understand and speak more than one language

### **Physical Requirements**

- Normal office working conditions
- Repetitive motion
- Prolonged sitting
- Extensive visual/hearing involvement
- Extensive telephone verbal communication
- 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.**

**Ride Connection is an Equal Opportunity Employer.**