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.