

**RIDE CONNECTION
POSITION DESCRIPTION
MOBILITY SPECIALIST – ASIAN HEALTH SERVICE
CENTER**

Position Title: Mobility Specialist
Position Reports To: Chief Operating Officer
Full-Time Equivalent: 50%
Positions Supervised: None
Status: Non-Exempt Level 6

Position Summary

The Mobility Specialist will serve as the Ride Connection representative at the Community Resource Desk (CRD) located in The Asian Health Service Center. This position will be co-located with a social services resource in an effort to provide wrap-around supports to eligible patients. The overarching goal of this effort is to provide for a coordinated, comprehensive approach to enhancing an individual's knowledge and ability to access appropriate transportation options independently. The Mobility Specialist must work independently and manage multiple projects assigned by the Chief Operating Officer. 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 staff and volunteers.
- Maintain collaborative relationships with Network Providers.
- Deliver safe, personalized and accessible transportation services.
- Assure honest, reliable and accountable business relationships.

Teamwork – Exhibits spirit of cooperation, showing adaptability and flexibility in work groups and with volunteers. Supports team goals, assists co-workers and shows appreciation for others.

Respect and Caring – Consistently interacts with others in a courteous and professional manner. Maintains confidentiality.

Effective Use of Resources – Uses all resources of office and position effectively. Makes efficient use of the time and talents of others. Does not waste materials, supplies or time.

Initiative – Shows independence and initiative. Demonstrates creativity in problem solving, contributing new ideas and solutions.

Leads by example

Major Duties and Responsibilities

- Responsible for ensuring individualized travel options counseling and related supports are timely, accurate, and appropriate to the needs of the patient.
- Ensures completion of intake and needs assessment is completed in accordance with established program requirements
- Ensures level of support patients receive is appropriate to the needs of the individual customer in a safe, consistent manner
- Provides scheduling and dispatching functions for rides assigned to the program
- Identifies and addresses:
 - Needs of patients, clinical staff, healthcare providers, community partners and other stakeholders
 - Opportunities to improve or modify service delivery
- Completes all reports and related documentation as required
- Presents Ride Connection publicly by making formal and informal presentations at meetings, events or other appropriate venues to diverse audiences
- Develops, maintains and enhances relationships with patients, clinical staff, and healthcare providers.
- Provides superior quality customer service to ensure that each person who requests service is treated with dignity, respect and patience
- Participates as a member in relevant team and committee meetings
- Participates in required training programs and attends all staff meetings as required
- In representing Ride Connection, ensures a positive, professional image is fostered and maintained
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- BA Degree in a related field with a minimum of three years of progressively responsible experience directly related to the duties and responsibilities specified. Additional education may be substituted for experience, and educational qualifications may be waived depending on work history
- Fluently able to speak and read Chinese

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- Knowledge of the Americans with Disabilities Act (ADA) as it relates to public transport
- Demonstrated written and oral communication skills, comfortable speaking to individuals as well as groups.
- Demonstrated skills in group facilitation and effective public speaking
- Strong interpersonal skills that allow effective working relationships with a diversity of people
- Experience working with older adults and people with disabilities
- Ability to pass a National Criminal Record Check which includes fingerprint identification
- Ability to access reliable transportation
- Maintain a driving record that meets or exceeds Ride Connection's driver standards
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Ability to meet prescribed deadlines
- Ability to organize and manage time effectively
- Ability and willingness to work occasional evenings and weekends
- Ability to adapt to a rapidly changing environment
- Because this position is housed in a clinical setting, this position requires the employee to have up-to-date immunizations along with a current immunization record.
- Must be willing to receive an annual influenza vaccine during cold and flu season. Alternatively, a mask can be worn in lieu of the influenza vaccine.

Preferred Qualifications

- Fluently able to speak and read Vietnamese and/or Korean
- Familiarity with Portland Metropolitan area public transit system
- Working knowledge/experience with paratransit eligibility processes
- Bilingual

Physical Requirements

- Repetitive motion, prolonged sitting and standing
- Extensive visual/hearing involvement
- Frequent lifting of items from below the knees or above the shoulders
- Ability to lift 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.