

RIDE CONNECTION POSITION DESCRIPTION MOBILITY SPECIALIST – LATINO COMMUNITIES

Position Title:	Mobility Specialist
Position Reports To:	Mobility Supervisor
Full-Time Equivalent:	100%
Positions Supervised:	None
Status:	Non-Exempt

Position Summary

The Mobility Specialist will serve as a Ride Connection representative and collaborate with internal and external partners in an effort to provide wrap-around support to eligible customers in historically marginalized communities with an emphasis on the Latino communities. 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 Mobility Supervisor. 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 customer
- Ensures completion of intake and needs assessment is completed in accordance with established program requirements
- Ensures level of support customers 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 customers, 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 customers, clinical staff, community partners, 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
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Performs other duties as assigned

Required Qualifications

- Demonstrated cultural competency in working with communities of color, low-income communities, immigrant communities, and other historically marginalized groups
- Demonstrated written and oral communication skills, comfortable speaking to individuals as well as groups
- Bilingual, fluently able to speak and read Spanish
- Demonstrated skills in group facilitation and effective public speaking
- Strong interpersonal skills that allow effective working relationships with a diversity of people
- Ability to apply an equity lens to all aspects of the job
- 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 proficiency 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
- Ability to communicate professionally, effectively and pleasantly on the phone
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Effective problem-solving skills
- Effective listening skills
- Highly recommend but not required to have up-to-date immunizations along with a current immunization record
- Highly recommend but not required to receive an annual influenza vaccine during cold and flu season
- BA Degree in a related field and/or 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
- Knowledge of the Americans with Disabilities Act (ADA) as it relates to public transportation

Preferred Qualifications

- Familiarity with Portland Metropolitan area public transit system
- Working knowledge/experience with paratransit eligibility processes

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.

Ride Connection is an Equal Opportunity Employer.