

## **SUBSTITUTE VAN DRIVER – SENIOR CENTER**

### **Position Purpose:**

The purpose of this position is to perform routine work in the vehicle transport of older adult residents and residents with disabilities to and from appointed destinations; performs all other related work as required.

### **Supervision:**

*Supervision Scope:* Performs routine work of a repetitive nature which involves the exercise of considerable caution and safety when driving passengers to and from various locations.

*Supervision Received:* Works under the general supervision of the Sudbury Senior Center Director. Employee refers all questionable cases to supervisor.

*Supervision Given:* None.

### **Job Environment:**

Work is performed in a vehicle on the road with exposure to all weather conditions and the general hazards associated with driving.

Operates a lift-equipped van; operates automatic wheelchair lift and mobile communication equipment; mobile communications system.

Makes frequent contact with older adult passengers as well as Senior Center staff, medical office personnel, hospital and medical services staff, food bank, the families of clients, and other town departments.

Errors could result in considerable delay and loss of service, damage to equipment, possible injury or loss of life, and legal repercussions.

### **Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Adheres to the driving/bus policy (including seat belt safety) as determined by the COA Senior Center Director.

Keeps a routine check on the vehicle (including, but not limited to: tires, gas, oil, battery, water, directional signals, seat belts): completes the Pre-Trip Checklist;

Responsible for obtaining rider requests, organizing and scheduling rides for following day;

Reports deficiencies/problems with vehicle to Senior Center Director as soon as practicable;

Maintains the cleanliness of the vehicle at all times;

Assists passengers in getting on and off the van/mini-bus by opening the doors and offering physical assistance to any passengers who need it; assistance may involve offering an arm for a passenger to hold on to as entering the van;

Makes certain that passengers have actually entered their homes (especially in winter);

Assists with up to two bundles and/or packages (as appropriate) by bringing them to the passenger's doorway;

Destinations may include: medical/dental, meal sites, the senior center, library, food shopping, banking, post office, hair dresser, barber, etc.;

In an emergency, may deliver prescriptions to individual residences;

Observes changes in behavior patterns and reports to the Senior Center Director and/or Outreach Specialist;

Utilizes/operates mobile communications system;

Locks and secures vehicle at the end of each day;

Performs similar or related work as required, directed or as situation dictates.

### **Recommended Minimum Qualifications:**

#### Education, Training and Experience:

High school education; some experience operating a passenger van or in light truck delivery service preferred; experience in working with older adults and persons with disabilities desirable; or any equivalent combination of education and experience.

#### Special Requirements:

Possession of a valid motor vehicle operator's license.

Certification in CPR and First Aid.

Must maintain up to date training in the following areas:

Coaching the Van Driver, Wheelchair Lift and Securement, Safe Transportation under the ADA, Drug and Alcohol Training, CPR, First Aid.

Subject to pre-employment and random Drug and Alcohol Testing

Knowledge, Ability and Skill:

*Knowledge:* Thorough working knowledge of the operation of a passenger van.

Good driving record (any combination of training and experience in motor vehicle operation); courteous and sensitive to needs of older adult passengers and passengers with disabilities; knowledge of existing social services helpful; willing to participate in mandated Van Driver training, on a scheduled basis; willing to participate in CPR and First Aid training; knowledge of streets/roads/community facilities.

*Ability:* Ability to interact with older adults and disabled persons in a positive and sensitive manner. Ability to understand and follow oral instructions. Ability to function well in stressful/emergency situations. Ability to operate wheelchair lift equipment and push a wheelchair. Ability to operate, steer, and maneuver a vehicle under various weather conditions. Ability to remain calm, concentrate and perform all responsibilities in a competent manner at all times.

*Skill:* Excellent customer service skills. A high level of patience, tact, and discretion.

**Physical Requirements:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Regularly required to stand, walk, crouch, stoop, and sit; must be able to manipulate objects, tools, or controls, and be able to pick up and carry bundles. Bends and stretches to reach low and high. The work requires lifting bags/bundles weighing up to 40 pounds and being able to carry a reasonable quantity of materials from place to place. Must be able to communicate. Vision and hearing at or correctable to normal ranges.

*(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*