

Verde Valley Caregivers Coalition Position Description

Passenger Van Driver

Verde Valley Caregivers Coalition (VVCC) is a nonprofit organization dedicated to providing accessible transportation and programs, encouraging and supporting older adults in their quest to age in place in their community of choice. VVCC serves adults in need throughout the greater Verde Valley. VVCC depends upon more than 150 volunteers to provide supportive services to over 1,800 adults (neighbors) in need. The driver is the heart of the transportation program and is obligated to provide trips as assigned. The service provided by the driver helps older adults and people with disabilities live independent, quality lives by providing them access to necessary healthcare and community services. VVCC Van drivers operate accessible vehicles owned by VVCC and may be required to use their own private vehicles when VVCC's vehicle is not available. The driver reports to, assists, and works cooperatively with the Dispatch/Call Center team in providing safe and efficient transportation to clients.

Key Responsibilities

1. Prioritizes the safety of our neighbors, themselves, and the public by providing safe door-to-door and door-through-door passenger transportation service.
2. Transports passengers according to the schedule and/or instructions given by the Dispatch/Call Center. Compliance with this Key Responsibility may require working overtime hours, or early morning or late in evening.
3. Maintains communication throughout the day with the Dispatch/Call Center, responding to calls and reports issues and problems as they occur.
4. Notifies the Dispatch/Call Center, without delay, of any variations to the schedule, change in vehicle usage, and any additional destinations requested by or for the passenger while fulfilling the original schedule.
5. Assists passengers between the vehicle and the door of the origin/destination location, and through the door as needed, using appropriate passenger assistance techniques.
6. Assists passengers with wheelchairs, mobility devices, bags, packages, and other items, often requiring the driver to provide door-through-door assistance.
7. Advises the Dispatch/Call Center immediately of any issues or problems, especially situational reports regarding delayed passenger pick-ups or drop offs, or passenger trip cancellations or other concerns. Contacts passengers impacted by delays or other issues of trip timing and arranges schedule modifications to support trip fulfillment to the highest level possible.
8. Accommodate service animals according to training and reports any difficulty with service animals immediately to the Dispatch/Call Center.
9. Performs daily pre-trip and post-trip vehicle inspections.
10. Wears appropriate and professional attire and maintains appropriate hygiene while at work.
11. Maintains accurate trip information records (trip origin/destination, miles, and hours).
12. Attends required training, debriefing sessions, and staff meetings.
13. Provides Dispatch/Call Center with appropriate advance notice of scheduled absences.

14. Maintains VVCC owned vehicle or private vehicle for VVCC trips, when providing demand response services for VVCC in clean and safe condition. Assists with upkeep and cleaning when operating VVCC mobility vans.
15. Monitors vehicle fuel level and purchases fuel at an appropriate and efficient time to avoid delays in trip schedule.
16. Refrains from alcohol consumption for at least 8 hours prior to driving for VVCC.
17. Notifies the Dispatch/Call Center Coordinator when taking medication (over the counter or prescription) that may influence driving ability.
18. Always maintains confidentiality regarding passengers.
19. Always follows approved operational procedures.
20. Reports all vehicle and passenger incidents/accidents no matter how slight, to the Dispatch/Call Center Coordinator without delay, completes incident and/or vehicle accident report and delivers to VVCC Dispatch and the Executive Director.
21. Maintains a personal and professional driving record with no more than two traffic violations or preventable collisions within a three-year period. Maintains safe driver record with no at-fault accidents.
22. Provides superior quality customer service to ensure that each passenger who requests VVCC service is treated with dignity, respect, and patience.
23. Adheres to VVCC Personnel Policies and the Driver Manual.
24. Adheres to all other policies, directives, and protocols.
25. Performs other duties and activities as assigned.

Knowledge, Skills and Abilities

1. Experience operating a passenger vehicle safely and experience operating an accessible vehicle is highly desired.
2. A High School Diploma or higher.
3. Valid Driver's License and an excellent driving record as recorded by the Motor Vehicle Department.
4. Ability to maintain a driving record that meets or exceeds VVCC driver standards.
5. Ability to operate and maintain a private vehicle in clean and safe operating condition (volunteer drivers).
6. Maintains the level of vehicle insurance coverage on their private vehicle required by Arizona law.
7. Ability to pass a National Criminal Record Check and Social Security Identification Check and obtain the Arizona Level One Card.
8. Ability to pass drug and alcohol screening if required.
9. Ability to fully comply with Federal Transit Administration Drug and Alcohol Testing program, including pre-employment, random, reasonable suspicion, and post-accident testing.
10. Excellent interpersonal, oral, and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and problem-solving situations.
11. Ability to work as a team member with individuals from diverse backgrounds.
12. Ability to understand and follow written and oral instructions from your supervisor or other staff charged with supervision duties.
13. Ability to work independently on assigned tasks and to make decisions with minimal supervision.
14. Possess effective problem-solving skills.
15. Ability to respect and accept supervision.

16. Ability to safely lift and carry 30 lbs.

Position Status

- Paid Driver: Full-Time
- Reports to Fleet and Dispatch Specialist

Starting pay:

Paid Driver: \$18.00 per hour

Note: This position is effective based on available funding and is subject to periodic change.

Verde Valley Caregivers Coalition will make reasonable accommodations for performance of the essential functions of the job for qualified individuals with known disabilities unless doing so would result in an undue hardship for Verde Valley Caregivers Coalition.

Verde Valley Caregivers Coalition is an Equal Opportunity Employer and complies with Title VII of the Civil Rights Act of 1964 as amended, the Age Discrimination in Employment Act of 1967, and the Rehabilitation Act of 1973, and employs without regard to sex, race, color, national origin, religion, age, handicap, or status as a veteran of military service.

July 2023

I have read and acknowledge and agree to this position description, VVCC Van Drivers:

Signature

Date

Printed Name