

Council on Aging Driver

DEFINITION

The Council on Aging (COA) Driver is responsible for the provision of safe, affordable transport for elder and disabled adults to and from their destinations in the paratransit van provided by the Town of Groveland.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Adhere to COA driving policy (including seat belt safety), as determined by the Director;
- Conduct vehicle safety checks (including radio, brakes, lights, doors, buzzers, wheelchair lifts/tie downs, horns, mileage, gas, and oil) on the vehicle at the beginning and end of each shift;
- Maintain general cleanliness of vehicle, washing and vacuuming van when necessary or scheduled;
- Operate hydraulic equipment (wheelchair lift) and ensure all passengers are properly secured in their seats;
- Assist passengers when entering and leaving the van;
- Complete appropriate forms at the end of each shift regarding fares collected, mileage, cancellation, cancelled trips, fuel usage, and other relevant information;
- Attend necessary trainings and participate in skill-building exercises, as necessary;
- Adhere to the daily schedule provided by the COA and notify appropriate channels if there are any changes;
- Collect and account for donations;
- Report deficiencies, problems, delays, and accidents as they occur;
- Assist with packages or groceries when necessary;
- Ensure that, upon drop off, clients safely enter their home or destination;
- Evacuate passengers in the event of an emergency; and
- Other relevant duties, as assigned.

SUPERVISION RECEIVED

Under the direct supervision of the COA Director, where clear, detailed and specific instructions govern the work or are explained with each assignment. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the guidelines or instructions.

JUDGEMENT AND COMPLEXITY

The work consists of simple, routine, or repetitive tasks and/or operations with few variations in well-known or established procedures. Judgment involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, vendors and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

Employee has access to some confidential and sensitive information in the performance of their duties.

EDUCATION AND EXPERIENCE

High School diploma or equivalent, and one to three years of related experience; or any equivalent combination of education, training, certification, and experience.

Possession of a valid Class D Motor Vehicle Operator's license. Certification in CPR and First Aid. Maintenance of annual certifications in accordance with MassDOT regulations and a good driving record.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of the operation of a passenger van, along with its relevant hydraulic equipment. Knowledge of area roads as well as community facilities.

Abilities: Ability to function efficiently and courteously in stressful situations. Ability to remain patient and compassionate with passengers who may be irritable or suffering with physical or mental ailments or disabilities. Ability to navigate the Boston area. Ability to understand and follow instructions. Ability to establish and maintain effective working relationships with peers and supervisors. Ability to perform duties with latitude for individual judgement.

Skills: Excellent verbal communication skills. Time management skills. Courteous and sensitive to the needs of elder adults.

WORK ENVIRONMENT

The majority of work is performed in a van provided by the COA.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as groceries for clients and pantry supplies weighing up to 30 pounds.

Motor Skills

Duties require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.