



Job Title: CLIENT TRANSPORTER

Department /Office: Behavioral Health Services

Reports to Whom (title): Intake-Triage Coordinator

Salary Range: 15

Job Classification Code: 7382

Level of Background Check: 1B

Status: NON -EXEMPT; Full-time, Part-time, Temporary

Driving Required: Yes

PD Created: 09/04/2014

INTRODUCTION:

This position is responsible for providing transportation to client and vehicle maintenance work in support of the Hopi Guidance Center.

DUTIES:

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Operates a 9-12 passenger van and other program vehicle(s) to transport clients to and from designated locations on and off the reservation which may include overnight trips; assists with loading and unloading of passengers.
2. Observes all highway and motor vehicle laws, assures the safety and comfort of all passengers.
3. Ensures accurate mileage logs are documented and submitted in a timely manner to Behavioral Health Services (BHS) Biller for 3rd party billing purposes. Keeps abreast of all new AHCCCS billing requirements.
4. Conducts daily safety and preventive maintenance inspection of vehicles and records all findings, makes minor repairs, reports all major problems to supervisor and takes corrective action. Responsible for overseeing performance on monthly vehicle inspections of BHS fleet to ensure vehicles are deemed safe for operation. Follows up with appropriate contacts and departments when motor vehicle accidents occur.
5. Coordinates and revised BHS Vehicle & Transportation Policies and Procedures with program supervisor on an annual basis.
6. Assist with mail run and some light clerical work
7. Performs other related duties as assigned and authorized to meet program goals/objectives.

PERSONAL CONTACTS:

Personal contacts are with the elderly, hospital patients, co-workers, other related service organization/agency personnel, and the general public. The purpose of these contacts is to provide transportation services, general assistance and exchange factual information.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

The work involves some physical exertion such as long period of standing, recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting of moderately heavy objects (25-50 pounds). The incumbent is required to maintain a flexible work schedule to accommodate the needs of the program and clients. Extensive travel on and off the reservation is required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience

A. Education: High school diploma or G.E.D. certificate;

AND

B. Experience: One (1) year work experience in transporting and dealing with clients which includes some clerical responsibilities;

OR

C. Any equivalent combination of Education, Training and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

A. Knowledge:

- Knowledge of state/tribal highway and motor vehicle laws and safety practices applicable to transporting clients/passengers
- Knowledge of preventive vehicle maintenance methods and practices
- Knowledge of recognizing signs and symptoms of various health conditions or problematic conditions when a passenger becomes distressed and how to temporarily triage appropriately until medical assistance is available.
- Knowledge of working in administrative and management practices/protocol

B. Skills:

- Skills in written and verbal communication
- Skills in excellent driving skills in all types of weather including adverse conditions
- Skills in computer literate; developing spreadsheets, reports, etc.
- Skills in human relations skills including effective public relations

C. Abilities:

- Ability to maintain strict confidentiality of client records
- Ability to work independently with minimal supervision
- Ability to make quick decisions under stressful situations
- Ability to prioritize and organize day-to-day operations avoiding gaps in service
- Ability to establish and maintain a positive professional working relationship with others

NECESSARY REQUIREMENTS:

1. Possess a valid Arizona Driver's license and complete/pass the Hopi Tribe's Defensive Driving Course.
2. Must complete & pass the pre-employment screening in accordance with Hopi Tribal Policy.
3. Must not have had any traffic citations or violations within the past three years.
4. Mandatory/random drug & alcohol testing required
5. Possess or be able to obtain and maintain a First Aid & CPR certification.
6. On call transportation.

DESIRED QUALIFICATION:

1. Speak and understand the Hopi language adequately to effectively translate/interpret Hopi to English and vice-versa.

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