



CLIENT TRANSPORTER

Department of Behavioral Health Services

Reports To: Director

Salary/Hourly Range: 21

FLSA Status: NON-EXEMPT

VALID DRIVER'S LICENSE REQUIRED

PD Revised: 10/30/2018

INTRODUCTION

The work includes varied duties involving related steps, processes or methods to provide safe, courteous and efficient non-emergency transport services of clients to appointments in support of Behavioral Health Services. This class consists of transport duties, as example, conducting transportation, performing minor maintenance of vehicles, collecting transport data, providing customer service, and conducting outreach events. Additionally, work consists of ensuring safety and comfort of passengers and understanding state and tribal highway laws.

KEY DUTIES AND RESPONSIBILITIES

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

1. Operates vehicle to transport clients to and from the hospital/clinic for health services; assures the safety of clients and assists elderly and disabled clients with loading; establishes and maintains effective working relationship skills with clientele; and acts as interpreter for clients with limited English speaking ability to communicate with medical personnel.
2. Complies and abides to all federal, state and tribal highway and motor vehicle traffic laws, policies and procedures.
3. Completes AHCCCS forms, ensures forms are accurately filled out and submits to the Office Manager.
4. Adheres to AHCCCS transportation regulations, BHS Policies & Procedures, including the BHS Transportation Policy.
5. Conducts daily vehicle inspections for preventive maintenance and safe operations; cleans exterior and interior of vehicle, checks tire pressure, fuel, oil and radiator for proper levels; periodically checks vehicle equipment, i.e. lights, brakes, horns, windshield wipers, seat belts and inventories emergency equipment.
6. Maintains vehicle maintenance service log; obtains quotes from vendors; and schedules vehicle for major servicing or repairs when discovered; monitors and replenishes vehicle equipment and supplies.
7. Collects and logs accurate vehicle mileage, clients transported, fuel costs, maintenance costs and relevant data; uses Microsoft Office excel programs to create spreadsheets to prepare monthly, quarterly and yearly reports; maintains continuity binder of transportation and vehicle maintenance data for audit reviews..
8. Maintains communication with staff during transport activity regarding changes in appointment/clinic schedules, cancellations or emergency situations by use of proper communication devices.
9. Schedules transports and confirms appointment times for clients; preplans transport route, establishes pick-up time for client and estimates duration of transport; uses computer software mapping to locate clients residence and place of facility for transport.
10. Treats clients with respect and dignity; maintains strict confidentiality of client's sensitive information; reports any problems or concerns regarding client transport; and ensures necessary breaks for passengers on long extended transports, i.e. restroom breaks, meals, etc.
11. Operates office equipment, such as photocopier machine, scanner and printers.
12. Maintains professional and technical knowledge by attending educational workshops or conferences; plans and conducts veteran-related and outreach events in public.
13. Contributes to team effort by accomplishing scope of work to meet or exceed goals and objectives of program; assists with program special projects.

PERSONAL CONTACTS

Contacts are with other employees, general public/clientele, medical staff, personnel of public and private resource service agencies, entities and community based organizations. Contact with clients may include those with

behavioral and/or substance abuse issues requiring sensitive customer service, care and safety. The purpose of these contacts is to coordinate work efforts, provide direct services, assistance and exchange information to advance program objectives.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS

The work involves some physical exertion such as long periods of driving, sitting, standing, recurring bending, crouching, stooping, stretching, and reaching. Work involves ability to lift moderately heavy objects in excess of 25 pounds and exposure to driving in varying weather situations and road conditions. When not driving, work is mostly sedentary and performed in a standard office environment. Employee will be required to work evenings, weekends or holidays when necessary. Moderate travel by automobile or airplane on and off reservation is required.

MINIMUM QUALIFICATIONS

Education: High School Diploma or GED Certificate;

AND

Experience: One (1) year work experience providing non-medical transportation services;

OR

Any equivalent combination of Education and Experience which demonstrates the ability to perform the duties.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of highway and motor vehicle laws for driving operations;
- Knowledge of safe transport practices of passengers;
- Knowledge of computers, Microsoft Office programs and office machines/equipment;
- General knowledge of type passengers, i.e. general public, elderly, and disabled individuals;
- Knowledge of vehicle preventive maintenance methods and practices;

- Skill in safely operating a standard sedan, standard van, standard truck and SUV type vehicles;
- Skill in operating passenger assisted loading devices, i.e. wheel-chair lift, ramps, etc.;
- Skill in safe and proper handling elderly and disabled passengers;
- Skill in reading road maps to plan route of transport;
- Skill in operating a computer, applicable software and various office machines/equipment;
- Skill in verbal and written communication;
- Skill in human and public customer service relations;

- Ability in time management to ensure on-time arrival of client at appointment time;
- Ability to work independently with minimal supervision and takes initiative;
- Ability to follow written and verbal instructions;
- Ability to react calmly and make sound decisions for safety of passengers;
- Ability to diagnose minor vehicle mechanical problems for repairs;
- Ability to maintain and safeguard client confidentiality and sensitive information;
- Ability to foster teamwork and maintain positive professional working relationships;
- Ability to work and assist physically disabled and emotionally distressed individuals;
- Ability to speak and understand the Hopi language;
- Ability to work long hours beyond normal duty day hours.

NECESSARY SPECIAL REQUIREMENTS

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Driving is an essential function of this position. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license. Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
3. Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
4. Possess or obtain First Aid/CPR certification and Food Handlers Card within six (6) months of employment.
5. Must complete and maintain annual immunizations.
6. Must be able to pass mandatory and random drug & alcohol screening.
7. Must not have any felony convictions.
8. Must not have been convicted of misdemeanors at the local, state, or federal level within the past five (5) years of application.