

Position Title: Mobility and Med-Ride Program Coordinator

Supervised by: Transit Manager/Director of Programs

Job Summary: Working with individuals with disabilities to access transportation services, brokering, as needed, services through approved public and private transportation programs. This program involves working with multiple transportation providers in the New River Valley in order to maximize the use of existing services and connectivity for customers. This position also requires recruiting and training volunteers to provide transportation for clients in need. It also includes screening clients contacting the Med-Ride program to determine if they indeed will be best served by volunteer transport and if so; making the contact with an appropriate volunteer and scheduling the transport. This position requires searching for, applying for and securing funding by grants and donors to support the program.

Job Requirements: This position requires observing confidentiality in the handling of client information, verbally, on paper, and electronically. The person in this position is considered a mandated reporter of suspected abuse and neglect. This position will require travel locally within the New River Valley and occasionally outside of the New River Valley. Occasional overnight travel for training will also be required.

CLASSIFICATION (FLSA): Non-Exempt, Full-Time

Knowledge, Skills, and Abilities Required for Position:

General knowledge of issues of importance to people with disabilities and the ability to understand individual needs and problems related to mobility.

General knowledge of consumer rights and rights of persons with disabilities and the ability to learn more detailed information related to the rights of persons with disabilities.

Ability to effectively assess individual customer needs related to transportation.

Ability to track and compile data for program and financial reports

Ability to establish and maintain effective working relationships with co-workers, customers, community agencies and organizations, transportation providers and the general public

Ability to work independently, as well as with groups and stakeholders

Ability to learn the geography of the Fourth (4th) Planning District with the ability to drive to destinations necessary to the job

Ability to effectively present program information to customers and stakeholders individually and in groups

Skill in using basic computer programs and the ability to learn new programs as needed

Ability to develop and compose correspondence, reports, public relations materials and training modules

Ability to recruit and train volunteers

The person in this position is subject to criminal background checks and pre-employment drug screenings.

Education and Experience: Bachelor's degree preferred. Experience working with people with disabilities preferred. Experience in public transportation, public administration/business management or human services required.

Job Duties: The responsibilities of the Mobility Coordinator shall include, but are not limited to the following:

Promoting the availability of all known transportation providers, and human services organizations to obtain information on public and private transportation services.

Promoting the availability of the mobility coordination services; especially in the targeted service areas

Facilitating access to transportation services for individuals with disabilities, targeting specific geographical areas in the New River Valley

Devising and working to implement a transportation plan for individuals with disabilities who reside in the targeted areas who need additional help in finding and accessing transportation services.

Negotiating payment for transportation services on behalf of individuals with disabilities residing in targeted areas where and when an existing service is not available

Validating bills received for purchased transportation and submitting them for payment

Capturing, compiling and reporting of monthly and year to date program data as needed to comply with the program requirements

Determining if needs of a percentage of callers/individuals are met through a systematic follow-up on at least a monthly basis

Planning and participating in, as needed, meetings with stakeholders to gain input and provide information that will strengthen the programs ability to meet identified objectives

Recruit and properly train volunteer drivers

Seek resources and prepare grants for supportive funding of the Med-Ride program as reviewed and authorized by the Executive Director

Other duties as assigned to maintain the status of the Agency

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