

CLIENT TRANSPORTERDEFINITION

To operate a caged vehicle to transport conserved individuals (clients) to and from designated locations as required by the Health and Human Services Agency. He/she will prioritize and coordinate client transportation. Operation of a County vehicle will be in accordance with HHSAs policies as well as California State and Federal Transportation and Motor Vehicle Laws.

DISTINGUISHING CHARACTERISTICS

The Special Transporter is responsible for providing the transportation of conserved individuals (clients) to specified locations. Transport destinations will vary and may require an overnight stay. May include on-call for driving after hours and on weekend crisis calls, both in and out of Glenn County. The employee works independently, resolves problems on the basis of past precedent; exercises judgment in interpreting guidelines and applicability.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Director of Public Health.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Operate and drive a light motor vehicle to pick up and deliver clients to designated locations out of Glenn County.

Check with Public Guardian at least thirty minutes before scheduled departure time to coordinate any changes in the day's assignments and adjust route accordingly.

Walk around the vehicle to observe visually any defects and check operating system – brakes, horn, windshield wipers, lights, first aid kits, emergency flashers, fire extinguisher, hydraulic lifts and door opening devices before starting trip.

Pick up clients at their home or the designated facility. Provide assistance as required with boarding clients. Ensure wheelchair clients are properly secured in an appropriate restraint system. All passengers must be properly secured before starting vehicle.

The Client Transporter must walk to the client's house, apartment door, health facility or assisted living facility when picking up a client. Transporters must also walk the client inside the facility to their scheduled appointment and leave the receptionist their business card for "will call" rides home.

Operate the vehicle in a responsible manner at all times to ensure clients arrive safely to their designations.

Upon arrival at destination, assist the client in exiting the vehicle and reaching the proper treatment area. Check vehicle to ensure that no personal items or prescription medications are left in the vehicle.

Adhere to time and transportation schedules to ensure clients are able to meet their scheduled appointments.

Upon completion of the transport schedule for the day, fuel the vehicle in use and return vehicle to designated parking area. Document all mileage and make a final inspection of the vehicles outside body and inner seating and floor areas. Ensure the inside and outside of the vehicle is clean. Lock vehicle and return keys to designated area.

Maintain Defensive Driving Certification every two years. Immediately report any changes in driving status or insurability.

Responsible for maintaining an accurate record of all daily transports, mileage, unusual occurrences.

Report any vehicle maintenance needs to Fleet.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Safe driving practices.

Knowledge necessary to mobilize patients and maneuver transport equipment.

Knowledge of vehicle operation and maintenance. Capable of driving a passenger vehicle, under all types of conditions and traffic situations, ensuring the safety of the passengers.

Excellent verbal and written communication skills necessary to communicate with all levels of staff and a conserved population composed of diverse cultures and age groups.

Knowledge of the importance of maintaining strict confidentiality of all records and information pertinent to the nature of the work. Must maintain strict confidentiality of medical information and adhere to HIPAA and Privacy Act requirements.

Skill in reading directions and finding locations on road maps. Able to drive with confidence, in a safe manner in large urban settings with high volumes of traffic.

Provisions of the California Motor Vehicle Code applicable to the operation of vehicles.

Streets, geography, and landmarks of Glenn County.

Basic preventive maintenance and requirements of automotive equipment.

First Aid.

Ability to:

Drive and operate a light vehicle safely and efficiently.

Maintain a valid and current California Drivers License.

Obey all laws and drive safely.

Read a road map.

Exercise good judgment in the operation of a passenger vehicle.

Maintain simple records.

Supervise and train van drivers.

Follow oral and written instructions.

Establish and maintain cooperative working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year experience in the operation of a light van or bus in the transportation of passengers.

Training:

High school diploma or GED equivalent supplemented by training in the operation of motor vehicles in the transportation of passengers.

LICENSE OR CERTIFICATE:

Possession of or the ability to obtain a valid California driver license, Class C or B when required.

Must obtain and maintain CPR certification 3within 120 days of hire

Must successfully complete the first available Defensive Driving Course and maintain recertification every two years or as supervisor requires.

PHYSICAL CAPABILITIES

Able to lift, push, pull and position heavy & disabled clients in and out of wheelchairs and/or assistance to ambulatory clients as required. Able to perform considerable reaching, stooping and bending.

Hearing and vision must be within normal range (corrected) to drive safely and to observe and communicate with clients.

May be required to work a flexible schedule (position may require weekend, early morning, late evening or overnight transports) in order to meet client needs.

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. The County reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.