

Core
Resource
Set for
PACE

CRSP

SAMPLE JOB DESCRIPTIONS

PACE VAN DRIVER
AND TRANSPORTATION
COORDINATOR



National
PACE
Association

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SAMPLE A

I. POSITION INFORMATION:

Position Title: Driver/Escort

Job Code:

Pay Grade:

Reports To (title): Transportation Supervisor

Reports To (name):

Revision Date:

Employee's Name:

Employee's SSN:

II. BASIC PURPOSE AND SCOPE:

Primarily responsible for providing transportation/escort services for (*PACE Program*) participants. To assist with the overall transportation coordination needs of participants, including scheduling rides and communication as part of the interdisciplinary team. Demonstrates the knowledge and skills necessary to participate in assessing, planning care for and providing service to frail elderly participants according to assigned responsibilities and (*PACE Program*) standards.

III. RESPONSIBILITIES:

UNDER LIMITED SUPERVISION, AND IN ACCORDANCE WITH ALL APPLICABLE FEDERAL, STATE AND LOCAL LAWS/REGULATIONS THIS POSITION:

Est. % of time	Rate Critical Level
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80%	5	1. Transportation and Escort
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- a. Assists in planning daily transportation routes with the (*PACE Program*) transportation, within the prescribed geographic radius. Participates in planning and coordinating most efficient use of (*PACE Program*) vehicles.
- b. Transports in a safe manner participants to and from the Center on each day they are scheduled to attend, in compliance with (State) Department of Motor Vehicle licensing regulations and local statutes.
- c. Provides physical assistance to each participant when needed as he/she boards and disembarks from the program's vehicles.
- d. Ensures that emergency medical information is available for those participants being transported.
- e. Maintains the first aid kit in the vehicle, replacing supplies as they are used or become outdated.
- f. Ensures that all passengers wear safety belts and wheelchairs are locked into position.
- g. Maintains vehicle in neat and clean condition anticipating needed mechanical service so appointments can be arranged that are convenient to program operations. Keeps vehicle maintenance records current; coordinate and schedule routine and episodic vehicle maintenance.

- h. Immediately reports to Center Supervisor any vehicle operating problems, malfunctions or incidents out of the ordinary routine.
- i. Maintains accurate daily records of number of trips, individuals transported, miles and gallons of gas. Compiles all necessary information to meet reporting requirements.
- j. Transports participants to and from physician or other medical appointments, as requested by the Interdisciplinary Team via the care plan.
- k. Participates as a member of the Interdisciplinary Team, as appropriate.
- l. Assists with program activities by transporting participants to an event, as coordinated by the activities manager.
- m. Provides courier service for supplies, interoffice mail, etc.

10 % 5

2. Caregiver Coverage

- a. Provides assistance in a program of activities, assists participants in their activities of daily living, and performs personal care services for participants.

10% 4

3. General

- a. Knows and adheres to the philosophy and goals of *(PACE Program)*.
- b. Maintains a quiet and safe environment for clients, visitors and staff.
- c. Keeps confidentiality of client records, reports and discussions.
- d. Participates in formulation and maintenance of *(PACE Program)* policies and procedures.
- e. Participates in *(PACE Program)* Committees as requested by the Director of Clinical Services.
- f. Advises the Director of Clinical Services in ways and means to establish better accountability of *(PACE Program)* services to clients and referral sources.
- g. Attends and participates in scheduled staff meetings and client care meetings as requested.
- h. Maintains flexibility in schedule and responds to unexpected emergencies and changes in workload in order to fulfill responsibilities.
- i. Utilizes supplies and equipment economically.
- j. Informs the Director of Clinical Services of "unusual occurrences."
- k. Identifies service delivery problems and uses good judgment in their solution.
- l. Is professional in appearance and manner in the clinical area; recognizes own limits and seeks help and guidance from the Director of Clinical Services as appropriate; responds in a positive manner to constructive criticism; serves as a role model for students and staff members.
- m. May serve as role model for new trainees.
- n. Performs other related duties as required.

Management reserves the right to add, delete or otherwise alter assigned duties at any time. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The minimum qualifications listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

IV. MINIMUM QUALIFICATIONS:

- A. Required Education:** High school diploma or equivalent. Completion of First Aid and CPR courses within six months of hire.
- B. Required Experience:** Some experience with the elderly is desirable.

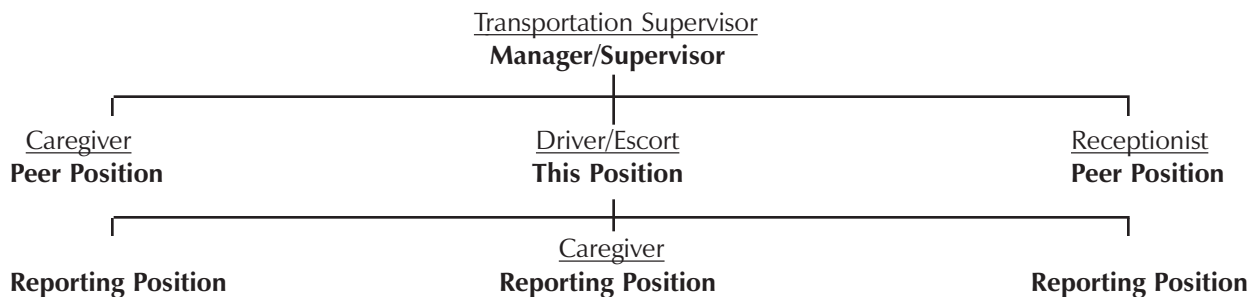
- C. **Required Skills:** Must be able to read, write and speak the English language and be understood. Must be able to handle information in a confidential manner at all times. Must be able to deal professionally and diplomatically with people both in person and on the telephone. Must have good interpersonal skills. Ability to perform wheel-chair and ambulatory transfers between home and van, and Center and van.
- D. **Required Certifications/Licensing:** (State) driver's license with good driving record.
- E. **Desired or Preferred Knowledge, Skills, and/or Abilities:** Requires a working knowledge of (PACE Program) organization, procedures, and systems. Must have an understanding of the functions and responsibilities of a Driver. Must be mentally alert and have the ability to effectively plan and organize assignments in the most efficient manner. Must be flexible, adaptable, and able to function in stressful situations. Must have manual dexterity to perform all requirements of the job.

V. POSITION DIMENSIONS:

A. Number of Employees Supervised:	Directly	Indirectly
Exempt Full-time:	_____	_____
Exempt Part-time:	_____	_____
Nonexempt Full-time:	_____	_____
Nonexempt Part-time:	_____	_____
Other:	<u> 0 </u>	<u> 0 </u>

- B. **Exposure to Confidential Material:** Extensive
- C. **External Contacts:** Extensive
- D. **Equipment Used:** Van, PC, copier, fax
- E. **Budget Accountability:** \$0
- F. **Planning Scope/Other Dimensions/Job Measures:**
- G. **Work Schedule:** M-F, full-time work schedule to be determined.

VI. ORGANIZATION CHART:



Type of supervision received:

Minimal instructions received on routine work; general instructions and spot-checking on new lines of work or special assignments. Example: meets with Director of Clinical Services in staff meetings to review status of work activities and provide performance feedback. Daily communication on time-sensitive items. Supervisor will review and spot check unusual items.

Type of supervision given (must include examples):

- No supervision given to others**
- Functional supervision**
- Bona-fide supervision**

Normal working conditions and physical effort needed to perform the job.

Will be operating a van and will encounter conditions associated with changes in temperature. May be required to drive in a variety of weather conditions. Must have manual dexterity to perform all requirements of the job. Position may require the use of repetitive action, forearm rotational movement, writing, simple grasping, fine manipulating, power grip, pushing, lifting and pulling. Physical effort includes reaching above shoulders and lifting over 50 pounds.

A. Working Conditions - check as many as apply

- Office, library, computer room
- Clinical practice, patient site
- Stockroom or warehouse
- High noise environment
- Exposure to moving machinery
- Exposure to chemicals
- Requires protective devices
- Requires extensive safety training
- Alternative Work Schedules
- On-Call (beeper)
- High dust, dirt, grease environment
- Outdoor exposure to weather
- Extensive travel (> 1000 mi/month)

B. Physical Effort - check as many as apply

- Typically sitting at a desk or table
- Intermittently sitting, standing, stooping
- Typically bending, crouching, stooping
- Climbing ladders, scaffolds
- Using tools requiring high dexterity
- Typically running, climbing
- Typically standing or walking
- Occasional lifting 25 lbs. or less
- Occasional lifting 25-50 lbs.
- Regular lifting over 50 lbs.

PREPARED BY: _____

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

SAMPLE B

Job Title: Driver

Responsible to: Transportation Coordinator

Classification: Non-Exempt

Supervises: N/A

Last Revised: (Date)

Approved by: _____

POSITION SUMMARY:

This position is responsible for providing safe transportation to participants in a timely, competent manner and communicating important information relevant to the overall care plan to the multidisciplinary team.

The position is critical to setting the tone and desired experience expected by (*PACE Program*) for each participant on trips to the Center and other appointments.

Knowledge and support of the mission and values of (*PACE Program*) are important to successful performance, as are commitment to and demonstration of a spirit of teamwork.

ESSENTIAL FUNCTIONS:

All employees of (*PACE Program*) are required to comply with PACE regulatory requirements established by Federal and State governments. This includes: understanding his/her role in the emergency preparedness plan, adhering to the agency's infection control plan and promoting the Participant Bill of Rights and Responsibilities. Understanding the basic procedures for receiving and documenting grievances in order to initiate the appropriate process for participant concerns. Operates in a manner consistent with the values of (*PACE Program*).

- Responsible for van and passengers during transport, providing care in a manner which ensures participant satisfaction and retention.
- Operate equipment safely and in compliance with vehicle licensing regulations.
- Escort participants to and from home, Center, and appointments safely, courteously, and in a caring manner; report any participant or caregiver requests for changes in drop-off or pick-up locations.
- Follow established schedules and make adjustments to meet unanticipated changes; determine the safest and most efficient pick-up and delivery routes while considering needs of participants and requirements of clinic and therapies; maintain narrative of route.
- Safely carry out one-person transfers of participants to and from vehicles and inside vehicles.
- Inspect vehicles and maintain them in a clean and safe condition; notify Transportation Coordinator of maintenance or repair needs; at the end of the day ensure that vehicle has enough fuel for the next morning.
- Maintain standard records, (e.g., logs of passengers and miles driven, service records, gasoline purchases) in conjunction with Transportation Coordinator.
- Promptly report to Transportation Coordinator or other appropriate staff regarding participant-related concerns noted in home or on van. Write progress notes.
- Deliver medications and other supplies to participants.

- Work in a safe manner, following safety guidelines and standards. Attend safety in-services. Offer guidance or assistance to staff working in an unsafe manner.
- Report accidents and incidents to Transportation Coordinator immediately.
- Follow proper infection control procedures and maintain supply of emergency clean up kits.
- In conjunction with Driver's Assistant, maintain a safe and calm environment for participants.

MARGINAL FUNCTIONS:

Performs other duties and responsibilities as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to clearly communicate orally and in writing
- Interest in working with medically frail elders
- Current (State) Driver's License
- Driving record free from major infractions including, but not limited to, DUI, negligent, reckless, or excessive minor infractions and convictions
- Demonstrated ability to safely operate a wheelchair accessible van or vehicle
- Successful completion of defensive driving and passenger assistance training courses within three months of hire
- Current CPR and First Aid training

LIFTING/PHYSICAL REQUIREMENTS

	Not Required	Rarely Less than 1%	Occasionally 1% to 33%	Frequently 34% to 65%	Continuously 66% to 100 %
Sitting				x	
Standing/Walking				x	
Crouching (Bend with knees)			x		
Kneeling/Crawling		x			
Stooping (Bend with knees)			x		
Turning (Knees/Waist/Neck)				x	
Climbing			x		
Balancing		x			
Leg/Foot Use				x	
Reaching (Overhead/Extension)			x		
Handling			x		
Grasping				x	
Pushing/Pulling: Average 20 lbs. Maximum 30 lbs. (Can get assistance)				x x x	
Lifting/Carrying: Average 5 lbs; Maximum 30 lbs. (Can get assistance)				x x x	
Talking in Person					x
Talking on the Phone		x			
Hearing in Person					x
Hearing on Phone		x			
Vision Near				x	
Vision Far				x	
Vision Depth				x	
Vision Color		x			
Smell		x			
Interaction with Others/ Communication Skills			x		
Deadlines/Shift Work					x
Overtime/Flexibility					x
Highly Repetitive Work		x			

Environmental Setting

Comments

Personal Protective Equipment

Gloves, goggles, masks and gowns as needed

Exposures (i.e., fumes, chemicals, vibrations, humidity, cold, heat, dust, noise, blood and body fluids)

May be some exposure to standard household cleaning agents and blood and body fluids

Operation of heavy equipment, tools, vehicles participant transportation.

Extreme care in operation of vehicle when providing elderly partici-

Required hygiene standards (food handling, clean, contaminated and sterile equipment, etc.)

All of the standard listed apply

Employee: _____

Date: _____

Core Resource Set for PACE

SAMPLE C

I. IDENTIFICATION

Area Dir. Title: Director, Senior Services
Position Title: Transportation Coordinator
Department:
Cost Center(s) #:
Job Code:

Date Completed:
Work Location(s):

II. PRINCIPAL ACCOUNTABILITIES (SUMMARY)

SUMMARY OF PRINCIPAL JOB DUTIES, RESPONSIBILITIES AND PROJECTS:

Position requires daily coordinating and scheduling of 100-150 clients to and from Day Health Center. Responsible for scheduling of appointments. Position also includes van maintenance (8-10 vans), and record keeping.

III. POSITION REQUIREMENTS

Education, credentials, licenses: High School graduate. Valid (State) drivers license

Specialized knowledge: Knowledge of City of (location) streets. Familiar with operation of handicap vans and scheduling and maintenance of vans. Fleet experience.

Kind & length of experience: 3 years experience driving handicap vans. Experience with complex scheduling.

Working Conditions/Physical Demands Required: Fast paced environment. 100- 150 clients daily.

Activity	Rarely	Occasionally	Frequently	Consistently	Activity	Rarely	Occasionally	Frequently	Consistently
Walking			X		Manual Dexterity		X		
Sitting		X			Use of Hands			X	
Pushing		X			Talking			X	
Pulling		X			Hearing				
Climbing		X			· Normal Conversation			X	
Stooping		X			· Other Sounds		X		
Kneeling		X			Vision				
Reaching		X			· Acuity, Near			X	X
Lifting					· Acuity, Far			X	
· Over 50 lbs		X			· Color		X		
· Under 50 lbs		X			Standing			X	

Patient Care Providers Only: Incumbent must be trained to provide assessment, treatment or care for patients of all ages with additional education focused on treatment and care of Adult and Geriatric patients.

IV. PERFORMANCE MEASURES & STANDARDS

Major results/standards position is expected to achieve (In order of importance).

1. Schedule and coordinate the route assignments of (*PACE Program*) driver fleet. Ensure communication is clear and drivers follow through as directed. Organize routes and schedule daily transportation for 100-150 attendees to and from Day Health Center.
2. Schedule transportation for all participant appointments outside Day Health Center. Respond appropriately to needs as identified by the Interdisciplinary Care Team.
3. Assign drivers for overtime schedules on various shifts, monitor use of overtime and improve efficiency.
4. Treat all people with respect, maintain confidentiality of participants and staff, and strive toward service excellence.
5. Oversee maintenance of fleet. (All repairs, preventative maintenance, cleaning and licenses).
6. Keep all transportation logs, fuel cards, maintenance and mileage records.
7. Keep drivers updated on all current (*PACE Program*) policies and procedures for drivers.
8. Participate in decision making for all van purchasing and leasing.
9. Maintain viable system of driver-Day Health Center communication.

V. PROBLEM SOLVING

Three typical problems this position must resolve to achieve the standards listed in section IV.

1. Should a driver call in sick, 8-10 clients have to be rerouted to different drivers. Families need to be notified if pick-up time is different. This may affect the daily schedule of 3 or 4 drivers.
2. Sometimes a client needs an unscheduled appointment made immediately. This disrupts normal daily transportation schedules. A driver needs to be selected and notified. His daily schedule will need to be changed and other driver schedules will need to be modified also. Communication needs to be maintained between nurses, physician, social workers and drivers.
3. A van breaks down with clients on it. This requires a quick and cooperative effort of several drivers, along with coordination by the transportation coordinator.

VI. POSITION STRUCTURE

Incumbent(s) report to what position? Program Project Manager

What other positions report to the same position? Drivers
Claims and billing
Clinic Personnel

What departments/cost centers report directly to this position?

What titles report directly to this position? Van Drivers

How many FTEs report to this position? ___ 9_Directly ___ __Indirectly

Annual operating budget? _____ Revenues _____ Expenses

Management Approval _____