

## **JOB DESCRIPTION**

**TITLE:** Transportation Navigation Team Lead

**STATUS:** Full Time, Non-Exempt

**FUNCTION:** Help northwest Ohioans age 60 and better (primary focus population) and younger persons with disabilities (secondary target population) get from where they are to where they want to go at the right time at a cost that is as affordable as possible for that individual honoring their transportation needs (e.g. handicap-accessible transportation, door-to-door transportation) and preferences (e.g., preferred transportation provider).

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Must work on-site at the Area Office on Aging each day. Remote work from home is not an option for this position.
2. Developing a one-call, one-click transportation system that allows individuals to get a customized list of their transportation best bet resources based on eligibility criteria they may possess (e.g. being a veteran, having a disability, etc.) their desired transportation starting location, desired destination, time of trip, transportation needs, and preferences.
3. For individuals in need of transportation that is subsidized, develop a brief transportation survey that is used to prioritize transportation needs to determine how to best use the limited transportation trip funding to be as impactful as possible in meeting the transportation needs of older northwest Ohioans
4. Developing a mission-driven transportation broker service where Agency staff can authorize/book transportation trips for older northwest Ohioans most in need of transportation trips, honoring the individuals transportation needs and preferences whenever possible.
5. Developing and securing funding for transportation navigation and trips.
6. Draft programmatic policies and verbiage for regional transportation coordinated plans.
7. Represent the agency at transportation events.
8. Coordination of travel training to help individuals with navigating transportation, including utilizing public transportation.
9. Inputs required reporting information into agency reporting software.
10. Assists consumers with verifying services that have been authorized/scheduled for them.
11. Developing and analyzing quality measures including Customer Satisfaction Surveys.
12. Uses agency approved documentation systems in compliance with agency policies, applicable laws and regulations for all contacts and work on behalf of Individuals.

13. Ability to establish and maintain effective working relationships with Agency staff, Consumers and associated businesses/organizations.
14. Demonstrates regular and predictable attendance.
15. Utilizes agency provided equipment including dual monitors in order to use multiple databases simultaneously.

#### OTHER DUTIES AND RESPONSIBILITIES:

1. Perform all duties in compliance with Agency policies, procedures, and a code of conduct that represents the Agency with pride.
2. Assist with other ADRN responsibilities if needed/requested
3. Other duties as assigned by ADRN Supervisor, AVP of Front Door or VP of LTC

#### AUTHORITY AND RELATIONSHIPS:

This position reports directly to the ADRN Supervisor. This position has no supervisory authority.

#### POSITION QUALIFICATIONS:

Bachelor Degree in Business Administration, Public Administration or Organizational Management. Ability to operate a computer to perform essential job functions including proficient typing skills and knowledge of Microsoft Windows, Word and Excel.

#### SPECIAL REQUIREMENTS AND CONDITIONS:

Reliable transportation, insurance, valid driver's license and the ability to satisfactorily undergo a Motor Vehicle Record check (MVR) on at least an annual basis. This position requires a criminal background check and a drug/alcohol screening.

This position shall be terminated if funding is not available. Workdays/hours are determined by the Supervisor/VP/CEO.

*This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of position. This description shall not be construed as declaring the specific tasks and responsibilities. It is not intended to limit, or in any way modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The use of this particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.*