



## Valley Program for Aging Services

### POSITION DESCRIPTION

**Job Title** Team Support Specialist/Senior Transportation Driver

**Supervisor** Programs Coordinator and Operations Manager

**Work Site** Maury River Senior Services

#### Organization Summary

Valley Program for Aging Services (VPAS) is the designated Area Agency on Aging for Planning District 6, providing a wide range of in-home and community-based services referral, information & assistance for individuals 60 years and older and their caregivers. These services help support individuals to live independently in their home for as long as possible.

#### Purpose of the Position

The Team Support Specialist/Senior Transportation Driver (TSS) provides support as needed for programs including Meals on Wheels (MOWs), VPAS Cafés; and transportation to Cafes and/or to medical appointments or other destinations in the Rockbridge area.

#### Required/Preferred Qualities

**Knowledge:** Familiarity with Buena Vista, Lexington and Rockbridge County roads. Safe driving techniques and traffic laws in VA. Familiarity with recreational and educational interests of older adults and aging issues preferred.

**Skills:** Attention to detail; problem-solving; time management; organization; critical thinking, and establish and sustain interpersonal relationships. Excellent customer service skills.

**Ability:** Operate a van safely on confined city streets and rural roads in Rockbridge County; perform routine maintenance checks on vehicles; maintain required paperwork to policy standards; work independently and as part of a team; lifting and carrying 30lbs repeatedly.

**Education:** Current Virginia driver license with clean driving record.

**Experience:** Experience operating a cargo van preferred. At least one-year experience in the human services field preferred.

#### Essential Tasks

The following Essential Tasks are VPAS policy expectations of this position. Failure to follow VPAS policies may result in disciplinary action, including separation of employment.

##### 1. Meals Programs

- a. Assist with the packing and delivery of MOWs (hot, shelf stable, and frozen) and VPAS Cafe congregate meals (CMs) for the Rockbridge area as scheduled. Ensure compliance with the policies affecting the MOWs and CMs program as stated in VPAS' Community-Based and In-Home Services Policy Handbook.
- b. Work cooperatively with volunteers to coordinate meal pickup and delivery; help to ensure packaging and routing are accurate and conveyed to the volunteers.

- c. Ensure food temperatures are maintained according to VPAS policy and that meals are delivered within time requirements; inform the Programs Coordinator of any recipient issues.
- d. Assist with sanitization of food transport containers after each use and ensure containers are in good working order.
- e. Deliver communications with meals and ensure that each recipient receives the communication as directed by the Programs Coordinator.
- f. Other duties as assigned or directed by the Programs Coordinator.

## **2. Cafe and Aging with Confidence Socialization & Recreation Programs**

- a. Provide assistance with Cafe and Aging with Confidence programs as scheduled under the direction of the Programs Coordinator.
- b. Work cooperatively with the Program Coordinator to ensure that participants and volunteers have a rewarding experience.
- c. Ensure compliance with the policies affecting the Congregate Meals and Social Recreation programs as stated in the VPAS' Community-Based and In-Home Services Policy Handbook.
- d. Other duties as assigned or directed by the Programs Coordinator.

## **3. Cafe and Senior Transportation Programs**

- a. Provide transportation for riders 60 years and older to and from VPAS Cafes.
- b. When time allows and based on demand for service, provide transportation for riders 60 years and older to and from their homes and the medical appointment, and other destinations; wait until the rider has completed their intended business as directed by the Operations Manager; visiting with riders inside their homes is not permitted.
- c. Provide door through door, hand-held assistance as needed; provide assistance with carrying packages.
- d. Provide transportation to all pre-determined destinations using the most efficient and cost effective route, consulting with the Operations Manager as needed.
- e. Solicit voluntary confidential donations from riders towards the cost of the transport in the method directed by the Operations Manager; under no circumstances are tips by riders to be accepted by the driver.
- f. Maintain accurate and timely documentation of each trip: origin and destination, beginning and ending van mileage and time, trip category, total number of passengers, and fuel gallons and cost (if applicable) using the VPAS Monthly Vehicle Report; maintain accurate and timely documentation of the number of rider one-way trips; Submit reports as instructed by the Operations Manager.
- g. Maintain fuel for the Transportation vehicle(s); submit fuel receipts documenting the date and vehicle plate number on the receipt, and document fuel purchases on the Monthly Vehicle Report. Submit fuel receipts, if received, to the Operations Manager by the end of each work day.
- h. During the winter months as needed, remove snow and ice from the Transportation vehicles.
- i. Follow the policies and procedures related to Transportation as stated in VPAS' Community-Based and In-Home Services Policy Handbook.
- j. Other duties as assigned or directed the Programs Coordinator and/or Operations Manager.

## **4. Vehicle Maintenance:**

- a. Ensure that the Transportation vehicles receive scheduled maintenance and repairs as necessary; immediately report need for van repairs to the Operations Manager. If repairs are needed, obtain an estimate(s) for repair work prior to work being done and provide to the

Operations Manager for approval to proceed with repairs (oil changes and other basic routine repairs / maintenance do not require estimates).

- b. Ensure preventative maintenance checks are performed using the Van Driver Daily Pre-Trip Inspection form and submitted to Operations Manager daily. Record all maintenance and repairs using the Annual Vehicle Service Form; submit monthly records to Operations Manager on the first business day of the following month.
- c. Maintain a clean interior and exterior of the Transportation vehicles; notify the Operations Manager of any issues relating to maintaining a clean interior and exterior of the van(s).
- d. Ensure that the Transportation vehicles have current state inspection(s), vehicle registration(s), and vehicle insurance card(s); immediately notify the Operations Manager of any issues relating to these requirements.
- e. Report all accidents involving the Transportation vehicles to the Operations Manager immediately following the accident or as soon as possible; complete the first three pages of the VPAS Vehicle Accident Reporting Form at the scene of the accident, if safe, and sign the form; submit the completed form to the Operations Manager upon returning to the office.
- f. Report all incidents involving a VPAS employee, rider, or volunteer, to the Operations Manager immediately following the incident or as soon as possible; complete the VPAS Incident/Accident Information Form and sign the form; submit the completed form to the Operations Manager immediately following the incident or as soon as possible.
- g. Other duties as assigned or directed by the Operations Manager.

**5. Other:**

- a. Physically lift up to 30 pounds in order to carry Meals on Wheels and Congregate Meals, and materials, and/or supplies for set up or tear down of Cafe and Aging with Confidence activities.
- b. Complete required annual training as stated in VPAS' Community-Based and In-Home Services Policy Handbook.
- c. Attend training(s) and meetings as directed by the Programs Coordinator or required by VPAS.
- d. Obtain a Van Driver's Physician Physical Report and DMV Authorization Form annually or as directed by VPAS.
- e. Complete other duties as directed or assigned by the Programs Coordinator and/or VPAS.
- f. Other duties as assigned or directed by the Programs Coordinator and/or Operations Manager.

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Team Support Specialist

Date

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Programs Coordinator/Operations Manager

Date

Effective: \_\_\_\_\_

Revised August 2022