



## Transportation Coordinator

**Position Summary:** Coordinates, manages and supervises the transportation process of child clients ages 1-6 attending the Day Treatment Program in a manner that assures a safe environment for clients. Acts as an interface and direct point of contact for care givers, contracted transportation company, child care facilities, and any other necessary party. Works closely with Admissions Coordinator to determine specific transportation needs. Works closely with the Vice President of Operations regarding safety issues and other pertinent tasks.

**Job Type:** Full-Time

**Pay:** \$44,000 - \$54,000 per year

**Program:** Operation

**Reporting Structure:** Reports to VP of Operation

### **Responsibilities include, but are not limited to:**

#### **I. Direct Services**

Demonstrates strong customer service abilities to direct and administer transportation program.

Oversee the daily ride routes of all child clients utilizing the transportation program.

Oversee the loading and unloading of 50 young children daily.

Communicate and collaborate with all agency staff and contract transportation company in a timely, effective and professional manner.

Demonstrate compliance with all agency policies and procedures.

Review and revise transportation policies and procedures annually.

Every morning and throughout the work day, obtain transportation messages from care givers and pass on to relevant Day Treatment staff and contract transportation staff as needed.

Understand and direct bus and building safety and security procedures.

Manage daily operation of The Children's Place – Playroom on Wheels. To include management of driver(s), all tasks relative to physical maintenance and service of bus, ensure completion of all reports and logs.

## **II. Administrative Duties:**

Maintain record of most current address changes, new enrollments, and discharges of clients.

Develop and distribute daily, weekly, and monthly attendance log and calendar.

Communicate effectively with appropriate staff regarding transportation needs and route changes.

Coordinate transportation needs for annual Day Treatment field trips.

Oversee and submit all billing and "Trip Requests" with MTM – No-Emergency Medical Transportation Management system. Oversee transition to automated processing using existing technology and tools.

Implement notifications to staff and families when adverse weather occurs.

Maintain all bus licensing and registration.

Purchase and maintain appropriate child safety restraint devices as needed. Ensure built in safety harnesses and safety seats are operational and in good working order at all times.

Purchase and maintain supplies needed for each bus – i.e. - cleaning, disinfectant, safety, etc.

Primary point of contact with transportation provider's manager to effectively anticipate and resolve any transportation issues/concerns.

Oversee compliance of licensing, certifications, and training documentation on any contract transportation company's employees.

Oversee maintenance logs ensuring buses are safe, repaired, and preventative maintenance is performed.

## **III. Quality Improvement**

Actively contribute to agency activities in quality improvement.

Proactively respond to agency, client and staff needs in transportation area to provide high quality, effective and efficient services.

Conduct orientation and ongoing staff training regarding appropriate transportation and safety procedures.

Organize ongoing training regarding appropriate child development behavior management techniques and safety procedures for contract transportation company's staff.

Determine where and utilize available or suggest new technology to maximize efficient use of resources. Demonstrate computer competencies necessary for job. Seek necessary training.

#### **IV. Professional Development/Community Outreach**

Actively participate in staff development activities; initiate activities that contribute to growth and development of agency.

Attend regular meetings with all Day Treatment staff.

Attend meetings/trainings with transportation contractor's staff as needed.

Participate in monthly All Staff Meeting and twice monthly Operations Meetings.

#### **V. Staff Supervision**

Provide quality supervision to the Driver of The Children's Place on Wheels and all contracted monitors and drivers. Provide support and direction toward program goals.

Orient, train, and evaluate all transportation staff.

Promote team building and enhance staff functioning at every opportunity.

#### **Skills, Experience, and Education:**

- Ability to maintain a flexible schedule. Including receiving early morning phone calls from care givers and co-workers.
- Posses a strong work ethic and takes pride in being dependable. Maintains a reliable schedule.
- Possesses a general familiarity with MTM – No-Emergency Medical Transportation Management system.
- Works well with and maintains vendor relationships.
- General knowledge of the signs and symptoms of child abuse and/or neglect.
- Knowledge of the role of a mandated reporter.
- Mastery of the English language, both verbal and written.
- Strong organizational and Time Management skills.
- Demonstrate track record of accuracy and timeliness.
- Demonstrate ability to maintain confidentiality regarding records, clients and sensitive data.
- Interpersonal style that is conducive to executing a multidisciplinary team approach and solutions-oriented outcomes with care givers, co-workers, and contracted transportation company.

- Knowledge of or willingness to learn about client needs/issues (e.g. abuse, neglect, trauma, foster).
- Demonstrate knowledge of and experience with child development (specifically ages 0-8).
- Physical ability to lift and/or redirect children without restriction.
- Ability to communicate directly and effectively with clients, staff, supervisor, teammates and other professionals, demonstrating sensitivity to cultural differences. Possesses cultural humility.
- Ability to work and travel within the community without restriction.
- Physical ability to lift and carry 50 pounds, and to access multiple levels of building.
- Must be able to step on and off bus multiple times daily to assist children on and off vehicle and to buckle and unbuckle safety harnesses/seat belts.
- Ability to manage scheduling and communication tasks in short time frame and present good judgment.
- Enjoy children, friendly, ability to work well with diverse population.
- Demonstrate punctuality and adherence to work schedule.
- Demonstrate excellent interpersonal skills in dealing with the public and with agency clients.

**Certification(s) / Degree(s) Required:**

- High school education with two years supervisory experience.
- Valid Missouri Class E driver's license.

**Working Conditions:**

- Ability to access multiple levels of the agency's or client's building.
- When required, be responsible for client physical safety.
- Must understand and follow building security procedures.
- Exposure to sensitive client subject matter.
- Other normal office environment and conditions.
- Travel in community under all weather conditions.
- Casual, appropriate dress.
- Exposure to childhood diseases and children with big behaviors.

**Diversity, Equity and Inclusion: This Is A Place For You**

· We believe in resiliency and the capacity to heal; our mission is to help children and families heal from life's deepest hurts.

· We believe everyone has a unique life story, and we will listen and stand with those who have felt hurt or vulnerable.

- We believe everyone experiences pain. It is the expression of this pain and discomfort that allows for learning and growth.
- We believe people are our most vital asset, and healing occurs within the context of relationships. We will work to build an inclusive community where all people feel they are noticed and belong.
- We celebrate people from every color, race, ethnicity, place of origin, religion, age, gender, sexual orientation, gender identity and/or expression, socio-economic status, family structure, and those with differences in ability.
- We commit to hiring a workforce and recruiting board members to encourage the representation of all groups and perspectives. The children and families we serve deserve to enter a Place filled with people who reflect their own diversity.
- Furthermore, we see acts of racism and its resulting inequities in our world and will actively work to be an equitable and antiracist Place. Through consistent professional training and development, we commit to creating an environment where all people can say they are welcomed, respected and safe to be themselves

**Disclaimer:**

Other duties will be required/requested for effective job performance. This is not a contract for employment but an outline of essential functions and expectations.