**Purpose:**Performs routine work in the vehicle transport of senior citizens to and from appointed destinations. Performs all other related work as required.

**Essential Functions:***(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Adheres to the driving policy, including seat belt safety as determined by the Council on Aging.

Completes daily “walk-around” of vehicle, also recording beginning and ending mileage and submits on the appropriate form daily.

Reports deficiencies/problems with the van to the COA Director as soon as possible.

Maintains the cleanliness of the van at all times.

Submits weekly timesheet of hours worked.

Assists passengers in getting on and off the van by opening the doors and offering limited physical assistance to any passengers who need it.

Ensure person has actually entered house (especially in winter).

Assists with up to four bundles and/or packages, as appropriate.

Observes changes in habits of clients and reports changes to Coordinator.

Ensures van cell phone is on at all times.

Locks and secures vehicle at end of each day.

Performs similar or related work as required, directed or as situation dictates.

**Supervision:**

*Supervision Scope:* Performs routine work of a repetitive nature which involves the exercise of considerable caution and safety when driving passengers to and from various locations; works independently and exercises judgment involving transportation issues.

*Supervision Received:* Works under the direct supervision of the Council on Aging Director. Employee refers all questionable cases to supervisor.

*Supervision Given:* None.

**Recommended Minimum Qualifications:**

Education, Training and Experience:

High school education, two years’ experience operating a passenger van or in light truck delivery service preferred; experience in working with elderly persons desirable; or any equivalent combination of education and experience.

Special Requirements:

Possession of a valid Massachusetts motor vehicle operator’s license. Certification in CPR. Must hold all valid licenses and complete training required by the Registry of Motor vehicles, EOEA and EOTC to transport elderly and/or handicapped residents.

*Knowledge:* Through working knowledge of the operation of a passenger van. Knowledge of the geographical area.

*Abilities:* Ability to interact with elderly and disabled persons in a positive and sensitive manner. Ability to understand and follow oral instructions. Ability to function well in stressful/emergency situations. Ability to operate, steer, and maneuver a vehicle under various weather conditions. Ability to remain calm, concentrate and perform all responsibilities in a competent manner at all times.

*Skills:* Excellent customer service skills. A high level of patience, tact, and discretion. Excellent driving and interpersonal skills.

Physical Requirements:

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Regularly required to stand, walk, crouch, stoop, and sit; must be able to manipulate objects, tools, or controls, and be able to pick up and carry bundles. Bends and stretches to reach low and high. The work requires lifting bags/bundles weighing up to 30 pounds and being able to carry a reasonable quantity of materials from place to place. Must be able to communicate. Vision and hearing at or correctable to normal ranges.

**Job Environment:**

* Work is performed in a vehicle on the road with exposure to all weather conditions and the general hazards associated with driving; work is subject to seasonal variations.
* The employee has access to confidential information pertaining to clients.
* Makes frequent contact with elderly passengers as well as Council on Aging staff, medical and dental office personnel, the families of clients, and other town departments.
* Errors could result in considerable delay and loss of service, damage to equipment, possible injury or loss of life, and legal repercussions.

*(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

*Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer*