

CASCADE MEDICAL CENTER

SUBJECT: JOB DESCRIPTION
Transportation Program Coordinator

SUPERVISOR: CFO

SHIFT: Day Shift

A. CONDITIONS OF EMPLOYMENT

Basic conditions of employment form the fundamental performance requirements for continued employment. To support and fulfill the mission and purpose of Cascade Medical Center, all employees, regardless of job title, are expected to perform their job duties in accordance with these standards. This expectation includes excellent customer service to patients, family and community members, and co-workers; integration of quality improvement initiatives in all aspects of the job, and ethical professional and personal behavior. Meeting these expectations is a minimum requirement for continued employment.

B. BASIC CONDITIONS OF EMPLOYMENT STANDARDS

1. Customer Service: Actively listen to customer needs/concerns and respond in a timely and courteous manner. Exhibit friendly, positive demeanor. Meet or exceed customer expectations with a human, personal feel. Be an active member of the Cascade community. Work as a team player.
2. Quality: Maintain levels of quality of service/product that meet or exceed customer expectations through demonstrated contributions to process/system improvements. Participate in and support the work of quality committees and special projects as assigned.
3. Professional/Personal Conduct: Demonstrate positive personal attitude. Manage time in efficient, customer driven manner. Maintain skills in accordance with job parameters. Participate in medical center compliance program. Accept direction and/or provide direction in a cooperative and positive manner. Safeguard patient confidentiality.

C. SCOPE AND PURPOSE:

The CMC Van Driver transports patients to and from medical appointments, assists patients as needed in getting from home to van, van to medical office, and assuring the patient's safety and security when entering, exiting, and riding inside the vehicle. The Driver who also serves as the Dispatcher will be responsible for scheduling van use, coordinating logistics, scheduling van maintenance, and performing other duties as assigned to assure efficient and safe service.

D. ESSENTIAL JOB FUNCTIONS AND STANDARDS

1. Comply with CMC policies, especially those regarding patient safety, privacy, security and confidentiality.
2. Perform daily inspection of company vehicle

3. Keep vehicle clean and take vehicle as needed for required maintenance
4. Pick up patients from origination location (e.g., home) and deliver to destination (e.g., doctor's office) and complete round trip for patient as needed. Assist patient as needed in getting from building (i.e., home/doctor office) into vehicle, including pushing wheelchair up ramp, and securing patient with seat belt/wheelchair restraint.
5. Drive in a safe manner, utilizing defensive driving training, to deliver patients timely
6. DISPATCHER ONLY: Create and maintain schedule for van. Coordinate patient trips with schedulers, nursing, and other staff. Communicate with patients as needed to schedule pick-ups.
7. Respond promptly and accurately to verbal and written communication with other staff, volunteers, and clients/patients.
8. Meet CMC customer service standard including interpersonal communication and professional conduct expectations.

E. QUALIFICATIONS

- Must be insurable and remain insurable by CMC's insurer at all times while employed
- Clean driving record
- At least 2 years driving experience with a valid Idaho driver's license
- At least 21 years of age
- Able to pass county, state, nationwide criminal background check, and DOT (Department of Transportation) driving physical upon hire, and maintain current DOT physical's thereafter
- Able to pass a 10-panel drug test at hire and periodically as requested
- Able to drive in inclement weather if necessary – rain, sleet, snow, wind, fog.
- Possesses a love for driving, able to drive long distances, several hours daily, e.g., day trips to McCall, Boise
- Open to a flexible schedule with varying hours with different start and end times, Mon-Friday and able to commit to working at least 1 Saturday a month.
- Great work history with a track record of being dependable with good attendance
- Education: High School Diploma or equivalent preferred.
- Certified in basic life support (BLS)
- Able to operate smartphone, use Google Maps and/or other GPS navigation systems, access company email from home, complete company trainings on line.
- Able to work independently - manage own schedule, breaks and lunches.

F. WORKING ENVIRONMENT

Risk of exposure to (check those that apply and list "other")

<input type="checkbox"/>	Blood & bodily fluids	<input type="checkbox"/>	Latex	<input type="checkbox"/>	Odors, chemicals
<input type="checkbox"/>	Disease	<input type="checkbox"/>	Hazardous drugs	<input type="checkbox"/>	High temperatures
<input type="checkbox"/>	TB (to require mask)	<input checked="" type="checkbox"/>	Mechanical/Electrical	<input type="checkbox"/>	Other: _____

G. PHYSICAL REQUIREMENTS

Please complete based on a normal day's work.

Employees are asked to sign a statement indicating whether they can perform the essential functions of their position. Requests for accommodation will be considered on an individual basis.

Classifications	Max	Frequent	Occasional	This Job
Sedentary	10 lbs.	-	-	
Light	25 lbs.	10 lbs.	-	
Medium	50 lbs.	25 lbs.	10 lbs.	X
Heavy	100 lbs.	50 lbs.	20 lbs.	
Very heavy	>100 lbs.	-	-	

	Frequent > 60% of day	Occasional 30% of day	Limited Up to 30% of day
Sitting	X		
Twisting/turning from waist		X	
Standing		X	
Climbing			X
Crawling			--
Left/right foot movement	X		
Walking		X	
Bending		X	
Stooping		X	
Kneeling			--
Squatting			X
Push/pull objects on roller/wheel		X	
Push/pull objects not on rollers/wheels			--
Reaching above shoulder level			X
Reaching below shoulder level			X
Moving objects horizontally (left to right)			X
Moving objects vertically (up and down)			X
Handing (holding, grasping, working with hands)	X		
Fine finger manipulation (size, shape, temperature, texture by finger receptors)		X	

	Check If Appropriate
Senses needed to perform essential functions of the position: Hearing, talking, depth perception, color, vision, touch and smell.	X
Maintain a stable posture and gait with hands free to perform anticipated or routine and emergent patient care.	X
Endurance (cardiovascular fitness)	
Physically and mentally able to work extended hours when necessary	X

I have read the job description above and agree that I am qualified and able to perform the job to the best of my ability:

Employee Signature

Date