

TRANSPORTATION COORDINATOR

(Social Services)

DISTINGUISHING FEATURES OF THE CLASS: The work involves scheduling and coordinating the activities of employees engaged in transporting clients of the Social Services agency by automobile or van to doctors appointments, evaluations, therapy, visitations with relatives, and other destinations. An incumbent also transports clients in motor vehicles and, where warranted, supervises client visitation and provides written reports of observations made during the trip for review by Caseworker Staff. The work is performed under the general direction of a Case Supervisor. Direct supervision is exercised over Transportation Aides and others assigned to transport agency clients. A Transportation Coordinator (Social Services) does related work as required.

TYPICAL WORK ACTIVITIES:

- Acts upon written requests of casework staff to schedule transportation aides to transport clients to various destinations;
- Develops itineraries and assigns drivers to transports based on knowledge of the road system, surrounding geography and reasonable travel times between locations;
- Maintains files containing travel directions to a variety of locations in the region;
- Monitors whereabouts of transportation aides, communicating by telephone when necessary;
- Copes with circumstances to provide emergency transportation services when needed;
- Maintains records related to the work involving mileage and meal expenses;
- Supervises visitation between children, in the custody of the agency, and birth parents, or others and renders written reports of observations.

FULL PERFORMANCE KNOWLEDGES, SKILLS AND ABILITIES: Good knowledge of the road and highway system in Cattaraugus County; good knowledge of safe driving practices; working knowledge of current social problems and their effects on individuals, groups and society; an understanding of the goals of social casework; ability to communicate effectively both orally and in writing; good powers of observation, skill in the operation of motor vehicles; a good driving record; willingness to work reasonable amounts of overtime while working on an irregular schedule; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Two (2) years of paid experience either in dispatching motor vehicle operators, or employment in an occupation involving substantial motor vehicle travel or have successfully completed eighteen (18) semester credit hours at a New York State registered or regionally accredited college or university in the social or behavioral sciences, criminal justice or human services.

SPECIAL REQUIREMENT: Possess and maintain a valid New York State Driver's license and have use of a personally owned vehicle for business purposes.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 10/21/99

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