

RIDE CONNECTION POSITION DESCRIPTION RIDEWISE TRAVEL TRAINER

Position Title: RideWise Travel Trainer
Position Reports To: RideWise Supervisor
Full-Time Equivalent: 100%
Status: Non-exempt – Level 4

Position Summary

The primary responsibility of the Travel Trainer is to conduct in-person assessments of customers seeking training and to instruct Ride Connection customers to travel safely and independently by accessing public transportation and other transportation alternatives as appropriate.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values:

- Recognize, nurture and appreciate our staff and volunteers.
- Maintain collaborative relationships with Network Providers.
- Deliver safe, personalized and accessible transportation services.
- Assure honest, reliable and accountable business relationships.

Teamwork – Exhibits spirit of cooperation, showing adaptability and flexibility in work groups and with volunteers. Supports team goals, assists co-workers and shows appreciation for others.

Respect and Caring – Consistently interacts with others in a courteous and professional manner. Maintains confidentiality.

Effective Use of Resources – Uses all resources of office and position effectively. Makes efficient use of the time and talents of others. Does not waste materials, supplies or time.

Initiative – Shows independence and initiative. Demonstrates creativity in problem solving, contributing new ideas and solutions.

Leads by example

Major Duties and Responsibilities

- ◆ Complete in-person intake and assessment on individuals interested in receiving travel instruction.
- ◆ Based on assessment determine best possible training model (i.e. consumer education, peer program, specialized instruction).
- ◆ Based on ability level and goals of the individuals, develop a personalized plan of instruction.
- ◆ Maintain working knowledge of all public transportation systems in Clackamas, Multnomah and Washington Counties.
- ◆ Plan and evaluate the routes for the individual receiving instruction (environmental barrier analysis).
- ◆ Provide one-on-one field training to individuals referred for travel training. Field training includes but is not limited to:
 - Schedule trainings at the time and location of the specific routes requested;
 - Instruct customer in the importance of safety in independent travel;
 - Build rapport and communicate with family and natural support network of customers;
 - Instruct customers on transit skills;
 - Instruct customers in how to travel routes including navigation and way-finding strategies
 - Instruct customers in how to be Self-advocates;
 - Instruct customers in how to develop strategies to use when lost or confused when traveling;
 - Instruct customers on how to handle unusual or emergency situations in the travel environment;
 - Establish collaborative relationships with other professionals.
- ◆ Evaluate the individual's ability and skill level to travel safely and independently on an ongoing basis.
- ◆ Provide travel training in a group setting
- ◆ Complete all reports and paperwork including but not limited to; initial intake, goal setting and plan, progressive evaluation, final and follow-up report.
- ◆ Participate in required training programs and attend all staff meetings as required.
- ◆ Adhere to current Ride Connection Personnel Policies.
- ◆ Perform other duties as assigned.

Required Qualifications

- ◆ High school diploma or equivalent, and three years experience in travel training or a related field
- ◆ No criminal history conviction including but not limited to any crimes committed against a person.
- ◆ Maintain a driving record that meets or exceeds Ride Connection's driver standards.
- ◆ Ability to access reliable transportation.
- ◆ Demonstrated training skills, comfortable leading groups of people, and speaking in front of people.
- ◆ Ability to adhere to competencies set forth in the Best Practice – A Guide to Travel Training.
- ◆ Strong interpersonal skills that allow effective working relationships with a diversity of people.
- ◆ Demonstrated computer skills, and proficient with the Microsoft Office environment and related software.
- ◆ Ability to organize and manage time effectively.
- ◆ Ability and willingness to work evenings and weekends.
- ◆ Ability to adapt to a rapidly changing environment.

Preferred Qualifications

- ◆ Experience working with older adults and people with disabilities.
- ◆ Familiarity with Portland Metropolitan area public transit system.
- ◆ Spanish/English bilingual skills.

Physical Requirements

- ◆ Repetitive motion, prolonged sitting and standing.
- ◆ Extensive visual/hearing involvement.
- ◆ Must own vehicle and be willing to use it to fulfill job requirements.
- ◆ Frequent lifting of items from below the knees or above the shoulders.
- ◆ Ability to lift up to 40 pounds.

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.