



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Volunteer Driver Coordinator** is responsible for the coordination of Volunteer Drivers for Mid-Coast Public Transportation. Recruits and retains an adequate number of volunteers to meet transportation needs in Waldo, Knox, Lincoln and Sagadahoc counties. Handles onboarding, coordinating background checks on prospective volunteers, maintenance of required records, coordination of trainings and orientations, and performing inspections on vehicles. Serves as the primary contact for volunteer drivers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Recruits a target number of new volunteer drivers per month using a wide variety of available resources and methods flyers, newspapers, radio.
2. Presents to community groups to identify potential volunteer drivers and potential recruitment partners.
3. Creates and maintains an Annual Volunteer Recruitment Plan addressing new strategies and retention goals. Maintains a separate calendar for planned events.
4. Maintains a high rate of retention of well-trained and experienced volunteers to ensure an adequate volunteer pool.
5. Sets and regularly reviews recruitment and retention goals.
6. Coordinating all required background checks on prospective volunteer drivers. Works in conjunction with the Driver Supervisor and WCAP's HR Department.
7. Orients and trains volunteers upon admittance to the program and as required.
8. Cross Train and continue to work closely with Transit Teams to ensure alignment with all rules and regulations.
9. Schedules and organizes Volunteer Recognition Events.
10. Meets with volunteers at least quarterly to provide feedback and ensure their satisfaction.
11. Prepares routine correspondence, reports, minutes, mail, and other documents as required.
12. Plans, creates and distributes a monthly volunteer newsletter.
13. Maintains a safe, clean, and healthy workplace environment.
14. Must be willing to travel throughout the region to meet with new and existing volunteers regularly.
15. Responsible for keeping inventory current for all tablets and cell phones used by all drivers and operations staff.
16. Responsible for setting up new tablets for all drivers with all necessary applications.
17. Must have the ability to use TeamViewer to support all tablet issues. Provide training support for all types of technical issues associated with the tablets.
18. Provide on-call support for Volunteer drivers.
19. Provide on-call support for Agency-Drivers as needed.
20. Must acquire and maintain all credentialing needed to be a driver for emergency or backup purposes.

Professional Development:

1. Keeps up to date on State and Federal regulations governing all aspects relevant to this position.
2. Develops a strong working knowledge of federal and Maine Medicaid law and regulations.
3. Participates in any required trainings, meetings and professional development activities.

Position Title:
Volunteer Driver Coordinator

Department:
Transit Systems

Reports To:
Driver Supervisor

Supervises:
N/A

FLSA Status:
Non-Exempt

Salary Range:
RH1/L2

Last Revised/Approved:
February 2022

Safety And Wellness:

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

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

While performing the duties of this job, the employee is required to stand; sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a business office setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and week end time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

QUALIFICATIONS NEEDED FOR POSITION**General Requirements:**

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance requirements.
- Must meet WCAP's background clearance requirements.
- Ability to pass pre-employment and on-going random drug-alcohol testing.

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least three years of prior related experience or office management experience required.
- Two years supervisory experience.
- Proven ability to develop and build relationships within the community.
- Ability to problem solve and make quick appropriate decisions.
- Ability to relate with a wide variety of people, including business people, community leaders, and with low-income people.
- Ability to multi-task in a fast-paced environment.
- Strong organizational, interpersonal, written and oral communication skills.
- Computer proficiency and experience, including word processing skills required.
- Proficient skills in Microsoft Word, Excel and Outlook.
- Must be familiar with Region 5 area.

Education Requirements:

The following education requirements are considered essential:

- High School Diploma or equivalent required. Associate’s degree or higher degree in social services, business or other related field required, preferred.

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

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

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date