

PROGRAM AIDE/DRIVER

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, performs a variety of duties in support of the Senior Center; assists in distributing food to seniors either through the central lunchroom, or by delivering food to homes; transports senior citizens in a City vehicle; and performs related work as required.
Supervision received and exercised
Receives general supervision from assigned supervisory or management staff. Exercises no supervision of staff.
Class characteristics
This classification is responsible for assisting with routine tasks in support of the Senior Center. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Performs a variety of duties in support of the Senior Center with the goal of ensuring that quality services are provided to the City's senior residents.• Provides transportation services to senior citizens; through an established schedule from assigned supervisor, determines most expeditious route; drives senior citizens to and from their homes and the Senior Center; ensures that all measures designed for the safety and well-being of passengers, including those with respect to mechanical or ancillary equipment and appliances, are complied with.• Conducts pre-trip inspection on assigned vehicle on a daily basis; checks engine and oil levels; looks for any leaks and damage which may impact the vehicle's operations; arranges for repairs with supervisor.• Performs routine maintenance on assigned vehicle to ensure proper operating condition; cleans the vehicle internally and externally.• Performs duties to support the distribution of meals to senior citizens; picks up food from vendors and delivers to the kitchen; works in the lunchroom by serving meals; delivers food bags to senior citizens at their homes.• Performs operational and administrative tasks in support of the Senior Center operations; delivers mail; transports equipment and materials as needed; receives and delivers bank deposits; works with others to set up and decorate the Center for special events.• Performs related duties as assigned.
Qualifications
Knowledge of <ul style="list-style-type: none">• Operations and services provided to senior citizens within a community center.• Safe and effective methods for transporting senior citizens, including mechanical and ancillary equipment and appliances.• Principles and practices of customer service.• Local geographic area to plan effective routes.• Safe driving practices.• Modern office practices and procedures.• English usage, grammar, spelling, vocabulary, and punctuation.• Techniques for effectively dealing with individuals of various ages though primarily the elderly, various socio-economic groups, and effectively representing the City in contacts with the public. Ability to <ul style="list-style-type: none">• Operate a van equipped with devices designed to aid passengers with disabilities.• Move people in wheelchairs safely.• Drive safely along flexible routes throughout the City.• Ensure passenger comfort and safety.• Learn and use computer related software programs relevant to work performed.• Effectively communicate in person, over the telephone, and in writing.• Use English effectively to communicate in person, over the telephone, and in writing.• Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade.
- One year of experience working with senior citizens in a transportation capacity.

Licenses and certifications

- Possession of, or ability to obtain, a valid Class B California Driver's License by time of appointment and satisfactory driving record.
- May be required to obtain specialized certifications like first aid, AED operation, etc.

Physical demands

Must possess mobility to drive a van, help seniors on and off the van, and work in a standard office setting and use standard office equipment, including a computer, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 60 pounds with the use of proper equipment.

Environmental elements

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work outside while transporting seniors from home to the Center.