



## Position Description

### MEDICAL TRANSPORTATION DRIVER

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<b>Entity:</b>	<b>Masonic Homes of California</b>	<b>Payroll Type:</b>	<b>Non-Exempt</b>
<b>Department:</b>	<b>Health Services</b>	<b>Supervisory:</b>	<b>No</b>
<b>Reports To:</b>	<b>Director of Health Services</b>	<b>Status:</b>	<b>PART TIME</b>
<b>Location of Job:</b>	<b>Union City</b>	<b>Revised:</b>	<b>8/20/2018</b>

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#### Regular Hours:

**Schedule:** Flexible hours, occasional overtime, some weekends and evenings may be required

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#### **JOB CULTURE**

The Masonic Homes of California are committed to a culture of Leadership. Our culture is to provide superior service to members, residents and staff through a sound and progressive model of service and care which aligns our mission, vision and operations. We demonstrate excellence in core services and place value on high quality job performance, professional development, effective time management, budget management, workplace safety and resident/employee satisfaction. We are dedicated to disciplined innovation and continuous quality improvement – we are a learning company. We are committed to sharing our knowledge and being an organization that attracts the best and brightest talent. We are team-oriented, caring and honest.

#### **JOB SUMMARY**

Assist and provide the transportation of residents/clients to and from hospitals, dialysis centers, rehabilitation centers, medical offices, other places and their private residences in a safe, secure and professional manner.

#### **ESSENTIAL FUNCTIONS**

- Transports residents inside and outside of the facility to designated areas in a punctual and timely manner.
- Transports residents by assisting them in and out of vehicles; moving them to and from vehicle and treatment areas, using wheelchairs or transport chairs.
- Transports laboratory specimens by picking-up specimens and delivering them to specified laboratory.
- Report back to the supervisor when residents are not being dropped off at their destination

- Report traffic delays en route back to supervisor
- Report any incidents or accidents to the supervisor
- Operate wheelchair lifts as needed
- Comforts residents and their families by offering support and encouragement; being punctual and attentive to procedure schedules; demonstrating caring and cultural sensitivity.
- Enhances the Masonic Homes' reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Establishes and maintains communication with residents and coworkers to improve quality of service and customer satisfaction.
- Follows all protocols and procedures to ensure safe delivery of residents, their possessions, supplies and laboratory specimens.
- Maintains a secure, clean and healthy work environment by adhering to the standards and regulations that are set forth by the facility and local, state and federal governments,
- Regularly participates in ongoing education to improve knowledge and skills.
- Adhere to facility policies and protocol
- Receives and follows schedules/instructions from the Dispatcher and as outlined in established procedures.
- Drives a variety of vehicles as permitted by possession of a California Class C Driver's license, transports residents to and from medical facilities, shopping centers, airports, bus stations and other recreational and miscellaneous activities.
- Performs routine emergency driving assignments to medical clinics and hospitals; performs various driving errands including recreation trips, as needed.
- Assist residents with or without wheelchairs in and out of vehicles.
- Secures passengers' wheelchairs to restraining devices to stabilize wheelchairs during trip
- Performs basic cleaning of interior and exterior of vehicles.
- Reports vehicle breakdowns or malfunctions as soon as possible. Takes vehicles for scheduled maintenance.
- Assists other departments with clerical duties, sorting, packing, and transport duties as needed or assigned.
- Meets performance expectations for volume, timeliness and customer service.
- Follows through on completion of assignments, overcoming obstacles and increasing efforts where necessary.
- Originates, develops or implements new methods to accomplish objectives. Generates innovative ideas to enhance overall operations.
- Makes practical decisions and recommendations reflecting logical analysis of problems and/or issues.
- Conveys information in a concise, accurate and understandable manner. Displays attentiveness, tact and diplomacy in responding to others.
- Adjusts to new and changing environments, priorities and/or ideas. Demonstrates flexibility and willingness to accept additional responsibilities.
- Maintains a good working relationship with co-workers.
- Maintain a safe driving record according to company guidelines.
- Must participate in CA DMV Pull Notice Program.
- Must participate in random Drug and Alcohol Testing Program.
- Handles emergency situations and basic First Aid.
- May perform other duties as needed and/or assigned.

## **SKILLS, ABILITIES AND EXPERIENCE**

- Good driving record with at least two years driving experience.
- Must have previous customer service experience with a good track record of assisting customers in a thoughtful, caring and timely manner
- Must have a great work history with a track record of being a reliable responsible individual (must provide references from previous employer (s))
- Know how to keep a level head in a busy environment
- Must be passionate about helping people
- Great communication skills
- A good working knowledge of the Bay Area is a plus
- Must possess the ability to deal tactfully with personnel, residents, visitors and the general public.
- Must be able to speak and understand English, and follow verbal and written instructions
- Must pass DOJ background clearance
- Must be able to operate a vehicle up to (10) passengers and a wheelchair lift.
- Ability to operate GPS navigation system
- Previous working experience with the elderly is desirable.

## **EDUCATIONAL REOUREMENTS/LICENSES/CERTIFICATES**

- High School Diploma or equivalent
- Valid California Class C Driver's license.
- C.N.A. certification
- Basic CPR certification

## **OBRA & TITLE 22 REQUIREMENTS**

Ensures that residents' rights to fair and equitable treatment, self-determination, individuality, privacy, property and civil rights, including the right to wage a complaint, are well established and maintained at all times.

Maintains **confidentiality** of appropriate resident care information to assure their rights are protected.

## **EQUIPMENT/MACHINES/WORK AIDS**

Cars	Buses	Air Compressor
Inflation Gauge	Hammer	Funnel
Hoses	Sponge	Paper towels
Spray nozzle	Screwdrivers	Squeegee
Handcart	Flat bed cart	Cellular phone
Wheelchairs	Telephone	Two-way radio
	Gas Pump	Wheelchair Lift

## **ENVIRONMENTAL CONDITIONS**

Temperature controlled, indoor modular office space. Hazardous Environmental - possible exposure to human body fluids requiring use of Standard Precautions.

**PHYSICAL REQUIREMENTS**

- Standing- Occasionally- up to 10 minutes
- Walking- Frequently- 2-3 minutes at a time
- Sitting- Frequently- up to 40 minutes at a time (while transporting residents)
- Lifting - Occasionally- up to 50 lbs
- Bending- Occasionally- 2-3 minutes at a time
- Lying- Never
- Twisting- Occasionally- 2 minutes at a time
- Reaching/stretching- Occasionally- up to 30 minutes at a time
- Pushing, pulling, dragging- Frequently- (wheelchair residents) up to 20 minutes at a time
- Climbing- Frequently- 3-4 minutes at a time
- Balancing -Occasionally
- Kneeling/crouching or squatting - Occasionally- up to 1-2 minutes
- Use of feet (other than walking)- Continuously while driving
- Use of hands- Requires simple grasping, finn grasping, or fine manipulation with dominant/non-dominant hand or both hands.
- Hearing- Requires the ability to hear at close proximity (0-5 feet), requires the ability to hear at a distance (up to 20 feet) and the ability to hear in both ears.
- Vision- Requires clarity of vision at 20 inches or less, clarity of vision at 20 feet or more and accommodation of eye to focus clearly at varying distances. Ability to judge distances and spatial relationship.

This job description has been developed to identify some of the duties and responsibilities of this position. It is not intended to limit or encompass all duties and responsibilities of the position.

*MHC at its sole and absolute discretion, expressly reserves the right to modify, supplement, delete or augment the duties and responsibilities specified in this and all job descriptions.*

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**ACKNOWLEDGEMENT**

I have read the above requirements and duties of the position and by my signature as noted below hereby accept these conditions of employment of the Masonic Home at Union City.

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Employee

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Supervisor

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Date Signed

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Date Signed

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