



VALLEY HEALTH TEAM
LIVE BETTER. VIVE MEJOR.
JOB DESCRIPTION

POSITION:	TRANSPORTATION DRIVER
REPORTS TO:	FACILITIES & TRANSPORTATION SUPERVISOR
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

BASIC FUNCTIONS:

The Transportation Driver is responsible for providing transportation services to clients that utilize the services of Valley Health Team. The driver will provide transportation for our clients to and from their appointment(s) at our facilities or any referred outside entities in safe and professional manner. In addition, this individual will be responsible for keeping the vehicle and the equipment maintained, ensuring that the vehicle has all necessary supplies, and notify office of any changes in shift schedule or patient care.

DUTIES AND RESPONSIBILITIES:

1. Meet transportation needs of clients seeking services at Valley Health Team including prioritizing and confirming transportation arrangements.
2. Transporting patients in a safe and professional manner.
3. Work with Medical, Dental, Optometry and/or Program staff to organize, schedule, and provide transportation services to the patients of Valley Health Team.
4. Responsible for reporting all vehicle maintenance and routine servicing to the Facilities & Transportation Supervisor; works with the supervisor to complete vehicle maintenance and routine servicing needs.
5. Keep the van clean and comfortable at all times, maintain all vehicle transport and maintenance logs, immediately report mechanical difficulties or repair needs to supervisor.
6. Maintain an updated schedule of transportation requests.
7. Must be capable of understanding directions and the ability to read and use maps accurately; must follow and adhere to all California traffic laws.
8. Must secure vehicle each evening.
9. Track fuel consumption and mileage of transportation vehicle.
10. Track patient demographics.
11. Assist in establishing policies and procedures for the transportation department.
12. On a temporary basis, may be required to work at any satellite facility.
13. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
14. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
15. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
16. Practice CICARE phone etiquette during all phone interactions.
17. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
18. Respect privacy and dignity of our patients, family members, visitors and co-workers.
19. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
20. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
21. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.

22. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
23. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. High School Diploma or GED equivalency
2. Current Basic Life Support card
3. Strong customer service skills (preferably within a service industry)
4. Ability to communicate to patients in a pleasant manner and show professionalism at all times
5. Fluent conversational English/Spanish preferred
6. Ability to be flexible with work schedule and available to work at all site locations
7. Possession of a valid California Driver License and Class B license, current proof of automobile insurance, and a clean driving record.
8. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing 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 may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Affirmative Action Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date

BOARD APPROVED: