

**CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION**

TITLE: Shuttle Driver
PROGRAM: Third Avenue Resource & Navigation Center
STATUS: Full Time /Hourly/Non- Exempt
SUPERVISED BY: 3RC Program Director
UPDATED: 09/20/23

JOB SUMMARY:

This position is an integral member in the operations of the Third Avenue Resource & Navigation Center (3RNC), a day navigation and resource center for people experiencing homelessness.

The resource center operates eight hours per day, five days a week serving up to one hundred clients seeking services. This position provides transportation services to individuals experiencing homelessness or at risk of homelessness within the Anchorage Bowl.

This position will report to work at either the main center on East 20th Avenue or Brother Francis Shelter on East Third Avenue until the Third Avenue Resource & Navigation Center opens its doors during the winter of 2022-2023. Once the resource center is open, this position will be stationed at the resource center.

QUALIFICATIONS

Competencies: Demonstrate dependability, maturity and initiative. Ability to handle crisis situations and accomplish tasks assigned with minimal supervision. Excellent interpersonal skills. Must be able to maintain program/resident/agency confidentiality and treat everyone with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect to clients. Ability to relate positively to supervisor, fellow employees and all shelter residents. Flexibility to deal effectively with a variety of people, situations, problems and changes. Must possess a clean driving record. Must possess current vehicle insurance with a copy to be submitted every 6 months or annually.

Education/Experience: High School Diploma or GED; 1 year previous experience working with the public and homelessness services preferred. Must possess a valid Alaska Driver's License and good driving record. Must present current driving record prior to hire and maintain a good driving record.

Skills:

Basic understanding of homelessness and various characteristics of homeless adult populations. Understanding of information and referral principles and ability to work

with adults experiencing homelessness. Ability to work well with people in crisis and to assess and prioritize needs. Understanding of and ability to work with, a variety of community resources and partners; Ability to advocate effectively for services and those in need. Ability to accurately use database programs and MS Office software; Must have excellent written and oral communication skills; time management skills; ability to write clear, accurate notes; Ability to complete paperwork thoroughly and accurately. Ability to communicate and work effectively with staff from various backgrounds and disciplines. Ability to work effectively with clients displaying a wide range of behaviors. Subscribe to philosophy of cooperation and continuity across programs.

Duties & Responsibilities:

1. Provide outgoing and weekday shuttle transportation to individuals accessing the Third Avenue Resource Center according to a semi-regular schedule set by the 3RC Director.
2. Work with Resource Center Director and Staff to develop a regular shuttle route that makes stops at healthcare sites, social service partners, and other homelessness services providers.
3. Provide transportation to custom destinations when appropriate and approved.
4. Work with and manage volunteers who may be assisting in shuttle service.
5. Operate all agency vehicles safely and in accordance with any applicable traffic laws. Immediately report any incidents to the 3RC Director or proxy. Follow agency guidelines regarding documentation of any incidents.
6. Maintain the agency vehicle in good working order, performing minor maintenance as appropriate, and informing the 3RC Program Manager or Director of needed repairs and maintenance.
7. Build and maintain positive, appreciative relationships with donors, vendors, and partner agencies.
8. Strive to ensure positive interactions between all staff, volunteers, clients, and partners.
9. Accurately track and log clients served, locations accessed, mileage, and other pertinent data points as determined by the 3RC Director.
10. Other duties as assigned.

Physical Requirements: Must be able to lift 50 pounds.

Training Requirements: Agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens; AKHMIS; SSI/SSDI Outreach; Access and Recovery; De-escalation Training; Trauma Informed Care; Motivational Interviewing; Attend all staff meetings and in-service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed

as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____