

Care Van Driver Job Description

Department: Transportation

Reports to: Transportation Coordinator

FLSA Status: Non-Exempt

Employment: Part-Time

Work Schedule: This is a part-time position. Core operating hours are 8:30 a.m. to 4:00 p.m., Monday through Friday.

Compensation: \$17.00 - \$19.00 per hour

POSITION SUMMARY

The Care Van Driver is responsible for providing safe, timely, reliable, and courteous transportation services for clients of the Center for Senior Wellbeing. The Driver works closely with the Transportation Coordinator, Adult Day Care staff, participants, caregivers, and community partners to ensure clients have access to essential services, programs, appointments, and activities.

As a representative of the organization, the Driver must always treat clients, caregivers, volunteers, donors, and community members with dignity, respect, and kindness. Building positive relationships and providing exceptional customer service are essential components of this role. Performance is measured through client satisfaction, supervisor feedback, adherence to safety standards, achievement of organizational goals, and alignment with the organization's culture.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Follow Care Van schedules and maintain open communication with the Transportation Coordinator regarding client transportation needs and scheduling changes.
- Provide safe and timely transportation for clients to and from appointments, programs, and other approved destinations.
- Assist clients promptly, courteously, and compassionately, including providing physical assistance when necessary, such as helping clients enter and exit the vehicle safely.
- Safely operate the Care Van and all associated equipment, including wheelchair lifts, securement systems, and mobility devices.
- Conduct pre-trip and post-trip vehicle inspections and promptly report any safety concerns, maintenance needs, accidents, or incidents.

- Ensure all passengers are properly secured, including wheelchairs and mobility devices, in accordance with transportation safety standards.
- Relay client updates and any relevant information to the Transportation Coordinator.
- Report any client concerns, incidents, accidents, injuries, or transportation issues immediately.
- Maintain the cleanliness and appearance of the vehicle, including regular disinfection of high-touch surfaces and scheduled washing of vehicle exteriors.
- Ensure the vehicle is stocked with organizational brochures, donation envelopes, emergency supplies, and other required materials.
- Maintain accurate mileage, fuel, maintenance, inspection, and transportation logs.
- Solicit and collect donations from Care Van riders in accordance with organizational procedures.
- Deliver groceries, supplies, meals, and other items to clients when necessary.
- Distribute flyers and promotional materials throughout the community as directed.
- Participate in community outreach events and activities that support older adults and adults with disabilities.
- Learn core Transportation Coordinator responsibilities and serve as a backup when needed.
- Maintain client confidentiality and comply with all applicable privacy, safety, and organizational policies.
- Perform other duties as assigned.

QUALIFICATIONS

- High school diploma or equivalent preferred.
- Valid California Driver's License.
- Minimum age of 21 years.
- Clean DMV driving record with no major violations.
- Ability to successfully pass required background screening and maintain insurability under the organization's vehicle insurance policy.

- Friendly, patient, compassionate, and professional demeanor with the ability to work effectively with older adults and adults with disabilities.
- Ability and willingness to provide physical assistance to clients, including helping clients in and out of vehicles, pushing wheelchairs, and assisting with mobility needs.
- Ability to safely operate wheelchair-accessible vehicles and wheelchair lift equipment.
- Ability to lift, push, pull, and assist clients and mobility devices weighing up to 50 pounds with or without reasonable accommodation.
- Reliable transportation to and from work.
- Current First Aid and CPR certification preferred or ability to obtain certification within 90 days of hire.
- Ability to meet all applicable Community Care Licensing requirements related to transportation services.

AGENCY CULTURE EXPECTATIONS

- Ability to work independently, as a team member, or as a team leader when needed.
- Ability and willingness to develop strong interpersonal relationships and build consensus within the team.
- Ability to perform work in a creative, energetic, and self-directed manner.
- Willingness to support and participate in nonprofit fundraising, outreach, and community engagement activities.
- Develop and maintain effective working relationships with Center for Senior Wellbeing staff, volunteers, participants, caregivers, donors, and community partners.

EFFECTIVENESS

The effectiveness of this position is measured by the quality of transportation services provided to clients, client satisfaction surveys, safety performance, supervisor feedback, adherence to agency culture expectations, and the extent to which organizational and individual goals are achieved.