



10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, and the Gulf of Alaska

Ilanka Community Health Center Transportation & Support Specialist

Team: ICHC

Reports to: Registration & Outreach Supervisor

FLSA Status: Non-Exempt from Overtime

Salary Range: \$20.00-\$25.00 per hour

Schedule: Full Time, Temp (6-8 months)

Last Revised: May 2022

This is a seasonal position that may transition to permanent after an initial period. The Transportation and Support Specialist is responsible for timely and safe transportation of patients to and from their Ilanka Clinic appointments while providing excellent customer service. Additional duties include a variety of tasks which support clinic operations. This position performs a variety of routine work within established policies and procedures and receives detailed instructions on new projects and assignments.

Duties/Responsibilities:

- Safely operates company vehicles and obeys all traffic laws, evaluating road and weather conditions as needed.
- Transports patients to and from clinic appointments, adapting to overlapping appointments and maintaining patient communication to ensure timely transport.
- Anticipates patient needs; to provide the most appropriate vehicle for safe and effective transport.
- Transports outgoing specimens and lab samples in a safe and efficient manner.
- Processes freight drop off and pick up.
- Maintains accurate transportation logs and vehicle tracking spreadsheet, ensuring all vehicles, keys and related supplies are accounted for and available.
- Manages and coordinates vehicle maintenance.
- Daily ensures all vehicles maintain a clean and professional appearance with appropriate fuel levels to meet demand.
- Maintains good customer service attitude in all situations, communicating with patients and team members in a cooperative and professional manner.
- Maintains a clean and professional appearance.
- Other job duties as assigned.

Required Skills/Abilities:

- Demonstrated skills for safely operating vehicles, wheelchair vans and wheelchair lifts.
- Must have strong organizational and time management skills with attention to detail.
- Strong work ethic and ownership of role.
- Dependable attendance with excellent punctuality.
- Ability to consistently maintain a positive attitude.
- Ability to take initiative and solve problems.
- Ability to communicate effectively amongst diverse groups of people.



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- Able to maintain a high level of confidentiality in accordance with HIPAA and HITECH regulations, which includes only accessing appropriate information needed to perform job duties and only releasing information to authorized parties.
- Able to assist and provide support to patients getting in and out of vehicles, including patients in wheelchairs.

Education and Experience:

- High School Diploma or GED.
- Previous driver / courier experience preferred.
- Previous customer service experience a plus.
- Must have a valid Alaska Driver's License with acceptable driving record.
- BLS or CPR Pro certification - required to obtain at next available training.

Physical Requirements:

- Hearing and vision abilities within normal range (corrected) to drive safely and to observe and communicate with patients and staff.
- Ability to perform considerable reaching, stooping, and bending.
- Ability to lift, push, pull, and position patients frequently, using wheelchair when appropriate.
- Occasional exposure to the risk of bloodborne diseases.
- Exposure to a variety of weather conditions.
- Regular exposure to injuries and illness.

Disclaimer

NVE has the right to assign or reassign duties and responsibilities to this job at any time. By signing below, I acknowledge receipt of this job description and that my supervisor has discussed it with me.

Employee Signature Date

Supervisor Signature Date

Health Administrator Signature Date