

Job Title: 2-1-1 Transportation Specialist (Client and Community-Focused)

Responsible to: 2-1-1 Contact Center Manager

Job Summary: The 2-1-1 Transportation Specialist will contribute to the implementation of Tompkins County's One Call, One Click Transportation Center, operated by the Human Services Coalition as part of its 2-1-1 Helpline program beginning in early 2025. This position will be responsible for developing and maintaining connections with area transportation providers and employers, and providing solutions-focused assistance to a caseload of clients (particularly individuals underserved by transportation services, individuals in rural communities, and inter/cross-county commuters lacking consistent access or affordable transportation options). The 2-1-1 Transportation Specialist will engage with transportation providers, community organizations, and other stakeholders, and will assist in continuation of the Tompkins Transportation Scout initiative, a partnership working to increase access to county transportation resources.

This position will also assist in the growth of volunteer transportation programs in Tompkins County, in collaboration with another peer position at 2-1-1 that will focus more on volunteer transportation services.

Position: \$24 per hour. Non-exempt, full-time, 37.5 hours per week. Competitive benefits package including a cafeteria benefits plan and paid time off. Consistent with the Human Services Coalition's Hybrid Work Policy, a flexible, hybrid schedule (in-office and remote) may be possible. Some in-office hours are required. Remote work requires access to high-speed internet and router.

After an initial training period, evening hours (currently until 8:00 pm) will be required in order to provide customer service to commuters and full-time workers outside of business hours. Final schedule to be determined in conjunction with supervisor.

Duties and Responsibilities:

Client Engagement/Case Management

- Participate in Community Service Specialist training through the 2-1-1 Contact Center, including use of the database of resources, the information and referral process, use of multiple communication mediums (calls, text messages, internet chat, email, in person), and responding to related non-transportation needs.
- Receive client referrals or direct client inquiries, establishing connection and rapport with clientele. Gain an understanding of each client's unique transportation needs and develop short-term and possible long-term approaches to address these needs. Maintain a caseload of clients with complex transportation needs as appropriate.
- Maintain a supply of bus passes, distributing limited numbers to public transit riders and commuters. Keep up-to date, organized records of pass distribution.
- Provide additional program and service referrals to clients, notably to project partners (including GO ITHACA's emergency ride program) and other supports in the community.
- Assist in development and implementation of anonymous, unbiased follow-up survey for clients.
- Work closely with partners, such as GO ITHACA's new mobility management position, to develop procedures for clients seeking assistance and avoiding duplication of services.
- Support volunteer transportation ride requests and booking as needed.

Capacity Building and Outreach

- Develop connections with area transportation providers and receive training to learn service procedures for each provider.
- Work closely with local public transit provider, TCAT, becoming familiar with both urban and rural routes and use of available bus tracking apps.
- Connect with area employers to provide information on the Tompkins Transportation Scout project offerings and how they might support meeting employees' transportation needs.
- Develop a working knowledge of cross-county and inter-city bus transit options, becoming familiar with route information and where connection points exist.
- Gain an understanding of the Tompkins Transportation Scout app currently in development.
- Working with project partners, contribute to development of outreach plans to connect with underserved populations, including those in rural communities and commuters. Participate in outreach and marketing efforts, connecting with transportation providers, community groups, other organizations, and individuals to raise awareness. Host or participate in community forums, events, and small or large group presentations.
- Obtain training and gain knowledge of the peer 2-1-1 Transportation Specialist (Volunteer Transportation Network Development-Focused) duties in order to back up that position. Support volunteer driver recruitment efforts and development of the Tompkins County network of volunteer transportation programs as needed.

Data Management/Administrative

- Receive training on use of 2-1-1 SaaS (Software as a Service) platforms for client record tracking, referrals and case notes.
- Keep accurate and complete work files, including records, documentation, and other materials. Maintain organized records of client interactions, referrals provided, and follow-up activities.
- Work closely with project manager at Tompkins County, responding in a timely manner to requests for statistical and narrative data/information needed for required reporting.
- Respond to requests from the independent evaluator teams (for federal funding) for data, reporting, and interviews in a timely manner.
- Track progress toward completion of project deliverables as defined by funding contracts.
- Participate in Human Services Coalition activities and planning, including organization-wide and 2-1-1 program-specific tasks, and other duties as assigned.

Qualifications:

- Strong verbal communication skills and comfort with communicating in person and by phone, email, text message, and other mediums. Able to present to groups and meet with clients, employers and transit providers.
- Written ability to keep case notes, contribute to reports, and develop outreach materials.
- Comfort with computers and web-based systems. Familiarity with databases, Microsoft Office, and Google Apps a plus.
- Knowledge of or interest in learning the human services network.
- Knowledge of area transportation providers, services, and/or barriers is preferred.
- Self-directed, and able to work well independently as well as part of a team.
- Creative thinking, sharing ideas that will help ensure project success.
- Demonstration of a helpful, positive, and nonjudgmental approach, showing respect and fairness for each client and for all stakeholders.