

**Job Title:** 2-1-1 Transportation Specialist  
(Volunteer Transportation Network Development-Focused)

**Responsible to:** 2-1-1 Call 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 implementing strategies for recruiting drivers for volunteer non-emergency medical transportation and for transportation related to other health-related social needs. The position will be responsible for obtaining a working knowledge of all operations of the FISH (Friends in Service Helping) volunteer transportation program as well as other volunteer driver programs, and will coordinate ride requests, volunteer scheduling, and related processes. The position will help to develop additional capacity in Tompkins County to meet transportation needs.

This position provide transportation-related assistance to members of the community, helping them in meeting their short and long term transportation goals, in collaboration with another peer position at 2-1-1 that will focus more on individual and community transportation supports.

**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:**

##### *Driver Recruitment and Capacity Building*

- Develop and implement comprehensive plan for recruiting volunteer drivers for the FISH non-emergency medical transportation program and for other health-related social needs.
- Target specific populations (such as recent retirees, independent living facilities, senior centers) and volunteer recruitment agencies (such as the United Way and civic/community groups) for outreach and engagement.
- Connect with area news outlets including online and print newspapers, town and village newsletters, area listservs and other media to promote volunteer driving and attract volunteers.
- Host quarterly volunteer driver information sessions, providing interested attendees with information on volunteer driving (insurance, reimbursement options, etc.).
- Work with 211 Contact Center Manager and peer Transportation Specialist to form an advisory committee composed of community members and transportation partners to help inform and ensure success of the project.
- Conduct other outreach to meet deliverables as specified in One Call, One Click Center contract.
- Work closely with partners, such as GO ITHACA's new mobility management position, to ensure activities are aligned with existing and developing county transportation resources.

### *Operational*

- Become familiar with all aspects of the FISH volunteer driver program and its operations.
- Develop and maintain rapport with current and new volunteer driver pool. Develop and maintain monthly volunteer driver availability schedule, tracking changes to driver availability and other preferences (such as AM or PM, willingness to travel in-county only or out-of-county).
- Assist 2-1-1 contact center with connecting clients in need of medical transportation to appropriate volunteer driver.
- Resolve logistical issues involved with provision of volunteer transportation services.

### *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.
- Obtain training and gain knowledge of the peer 2-1-1 Transportation Specialist (Client and Community-Focused) duties in order to provide assistance to current and prospective clients as a backup to that position. Duties include providing troubleshooting and trip planning assistance to new and current clients, becoming familiar with bus pass distribution procedures, signing clients up for GO ITHACA emergency ride home program, and general transportation troubleshooting.

### *Data Management/Administrative*

- Receive training on use of 2-1-1 SaaS (Software as a Service) platforms for client and volunteer record tracking, ride requests and bookings, referrals and case notes. Use Microsoft and Google products as well as other specialized software.
- Keep accurate and complete work files, including records, documentation, and other materials. Maintain organized records of volunteers, 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.
- Strong written communication skills including development of recruitment/outreach materials, advertisements, newsletter articles, and other items. Ability to keep case notes, and contribute to reports.
- 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.
- Creative thinking, sharing ideas that will help ensure project success.
- Self-directed, and able to work well independently as well as part of a team.
- Demonstration of a helpful, positive, and nonjudgmental approach, showing respect and fairness for each client and for all stakeholders.