



Klamath Tribal Health & Family Services

3949 South 6th Street

Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290

HR Fax: (541) 273-4564

OPEN: 10/02/2023
CLOSE: 10/16/2023

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: TRANSPORTER

RESPONSIBLE TO: Community Transportation Program Manager

SALARY: Step Range: 8 (\$33,895) - 27 (\$59,435); Full Benefits

CLASSIFICATION: Non-Management, Regular, Full-Time

LOCATION: Klamath Tribal Health & Family Services
3949 South 6th Street
Klamath Falls, OR 97603

BACKGROUND: P.L. 101-630 Level

POSITION OBJECTIVES

The primary purpose of this position is to provide non-emergency transport for Klamath Tribal members to and from medically related appointments. The Transporter will assist clients as necessary such as transferring clients from a wheelchair into the transport vehicle and back or entering/exiting the transport vehicle. Transport destinations will vary and may require an overnight stay. The general service area is Klamath County. The extended service area includes, but is not limited to, Portland, Bend, Eugene, and Medford, Salem, Pendleton and other locations within the state of Oregon. Operation of a Tribal vehicle will be in accordance with KTHFS policies and procedures; as well as Oregon State and Federal Transportation Laws.

MAJOR DUTIES AND RESPONSIBILITIES

1. Check with Community Transportation Program Manager at least ten minutes before scheduled departure time to coordinate any changes in the day's assignments and adjust route accordingly.
2. Walk around the vehicle to observe visually any defects and check operating system – brakes, horn, windshield wipers, lights, first aid kits, emergency flashers, hydraulic lifts and door opening devices before starting trip. Verify the working condition of cellular phone, vehicle camera, and Automated External Defibrillator (AED) assigned with Manager or other designated staff member and adhere to approved infection control measures prior to departure.
3. Pick up clients at their home or the designated facility. Provide assistance as required with boarding clients and accompanying caregiver. Ensure wheelchair clients and all children eight years old and younger and/or 4'9" or under in height are properly secured in an appropriate restraint system. All passengers must be properly secured before starting vehicle.
4. The Transporter must to walk to the client's house, apartment door, health facility or assisted living facility when picking up a client. Transporters must also walk the client inside the facility to their scheduled appointment and leave the receptionist their business card for "will call" rides home. For the ride home, the Transporters will follow all protocol's given by the patient's providers as to entering a facility during a pandemic.
5. Depending on scheduled route the Transporter may pick up several clients for transport to a common destination. Verify that all scheduled passengers are on board prior to departure.
6. Operate the vehicle in a responsible manner at all times to ensure clients arrive safely to their appointments. The Driver will follow all KTHFS GSA policies and State laws.
7. Maintain contact with the Community Transportation Program Manager while out of the local area and/or on long distance transports. Each driver will call or text the Manager upon arrival and returned office departure upon return of the days' end
8. Upon arrival at a medical, dental or treatment facility assist the client in exiting the vehicle and reaching the proper treatment area. Check vehicle to ensure that no personal items or prescription medications are left in the vehicle.
9. Upon completion of the transport schedule for the day, fuel the vehicle in use and return vehicle to designated parking area. Document all mileage and make a final inspection of the vehicles outside body and inner seating and floor areas. Ensure the

inside and outside of the vehicle is clean and disinfected. Lock vehicle and return keys to designated area.

10. Report any vehicle maintenance needs to the Finance Department GSA representative and to the Transportation Manager by email.
11. Responsible for maintaining an accurate record of all daily transports, mileage, and unusual occurrences. Submit monthly/quarterly reports and daily logs to supervisor as requested.
12. When medical assistance is required during a transport, notify emergency personnel and the Community Transportation Program Manager immediately, or when safely able to do so. Complete a report of incident at end of day's run.
13. Report traffic accidents immediately to the Manager and other designated staff members. Request police or ambulance service as needed. Assist injured persons from first-aid kit until these services arrive. Complete and submit accident report within the required time frame per Oregon State Law. A copy of report shall be provided to the Transportation Program Manager and an Incident report shall be filled out and submitted to the Compliance Administrator and others required per KTHFS Policies for review and then to the Department of Motor Vehicles.
14. Maintain Defensive Driving Certification every two years or as requested by the supervisor, compliance administrator or HGM. Immediately report any changes in driving status or insurability to the Community Transportation Program Manager and Human Resources.
15. Demonstrate; customer service, professional conduct, patience and tact that support CLEAR and HEART standards of KTHFS to fellow employees and the public.
16. Help as needed to submit the department transport encounters to billing for payment process.
17. Provide backup coverage for the courier and scheduler as needed for the department.
18. The incumbent will be called upon to accomplish other tasks within their scope of work.

SUPERVISORY CONTROLS

Work is performed under the direct supervision of the Community Transportation Program Manager. Work is assigned in terms of functional/organizational objectives. The supervisor will provide guidance with unusual situations that do not have clear precedents.

The employee works independently, resolves problems on the basis of past precedent; exercises judgment in interpreting guidelines and applicability.

Assignments are reviewed for quality and compliance and safety with established policies and procedures.

KNOWLEDGE, SKILLS, ABILITIES

Ability and the knowledge of the importance of maintaining **strict confidentiality of all records and information pertinent to the nature of the work.** Must maintain strict confidentiality of medical information and adhere to HIPAA and Privacy Act requirements.

Knowledge of community and public service providers; i.e., community services, medical facilities, dental facilities, and treatment centers, tribal, county, state and federal programs in the local community.

Demonstrated ability to work well with diverse groups of people from varying age groups and socioeconomic backgrounds, sometimes in stressful situations, in a manner that displays professionalism, tact, diplomacy, and good judgment.

Knowledge of vehicle operation and maintenance. Capable of driving a passenger vehicle, under all types of conditions and traffic situations, ensuring the safety of the passengers.

Skill in reading directions and finding locations on road maps. Able to drive with confidence, in a safe manner in large urban settings with high volumes of traffic.

Ability to establish and maintain effective working relations with peers, public and clients.

Demonstrated ability to communicate in a clear and concise manner in verbal and written form.

Ability to work an irregular schedule in order to meet the transportation needs, which includes some overnight travel.

Physically able to transfer wheelchair passengers and other physically heavy and ambulatory or disabled persons in to and out of the vehicle

Ability to obtain Defensive Driving Certificate.

Knowledge of Oregon state and local motor vehicle laws and regulations.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to have High School Diploma or Equivalent. (*Submit copy of diploma or transcripts with application*).
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by the Klamath Tribal Health & Family Services' vehicle insurance policy. (*Must submit copy of driver license with application.*)
- **REQUIRED** to acquire and maintain BLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to successfully complete the on-line Defensive Driving Course within first month of hire and recertify every two years or as supervisor requires.
- **REQUIRED** to maintain **strict confidentiality of all program and client medical information.**
- **REQUIRED** to continually demonstrate professional conduct, patience, and tact when assisting clients, (adults and children), and their caregivers.
- **REQUIRED** to be reliable and capable of working independently and remaining calm in case of emergency.
- **REQUIRED** to be able to lift, push, pull and position heavy & disabled clients in and out of wheelchairs and/or assistance to ambulatory clients as required. Able to perform considerable reaching, stooping and bending.
- **REQUIRED** hearing and vision must be within normal range (corrected) to drive safely and to observe and communicate with clients.
- **REQUIRED** to work a flexible schedule (position may require weekend, early morning, late evening or overnight transports) in order to meet client needs.
- **REQUIRED** Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to submit to pre-employment alcohol and drug testing and occasional random testing.
- **REQUIRED** to accept the responsibility of a **Mandatory Reporter** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- Six (6) months experience in working in direct services to Native American people is preferred.
- Previous experience in providing wheelchair and disabled client transportation services.
- Knowledge and understanding of Native American culture is preferred.

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. ***(Must submit tribal documentation with application to qualify for Indian Preference)***.

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

**Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603**

jobs@klm.portland.ihs.gov

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.

Employee Signature

Date

Supervisor Signature

Date