
SECTION: ADMINISTRATION**TOPIC: JOB RESPONSIBILITIES****POLICY TITLE: DRIVER**

Purpose:

The Driver is responsible for the safe pick up, transportation to appointments or programs, and delivery home of clients. Clients may be involved with any programs administered by HCSS including Day Away and overnight relief programs, social transportation, and non-emergency medical transportation from clients homes or facilities or between facilities. The Driver understands the needs of elderly clients, those with physical disabilities, and individuals with Alzheimer Disease and related cognitive impairments. The Driver establishes rapport with clients and their caregivers, and is able to assist clients who require some physical assistance or support as they travel from home, into the vehicle, into programs or appointments, and back into their home. Safe, courteous, appropriate service will be provided to clients in accordance with HCSS policies and procedures.

Duties and Responsibilities:**Responsibility to Client:**

- Assist passengers with embarking and disembarking from the vehicle, to appointments and programs. Assist the client in getting to/from their home or apartment building entrance provided there are no passengers left alone in the vehicle.
- Assist with walkers, wheelchairs and other equipment as required
- Ensure clients and any equipment are safely secured within the vehicle and provide safe use of seat belts
- Maintain safe operation of the van
- Drive agency vehicle, using defensive and safe driving techniques to make required pickups and drop offs of clients. Comply with all safe driving and road regulations according to the Ontario Ministry of Transportation. Drivers will be responsible for paying any tickets (parking or moving violations) incurred while in operation of agency vehicles. All ticketed offences must be reported to the Team Leader or Director Transportation
- Ensure client has appropriate number to call for return trip if necessary.

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Responsibilities to the Team:

- Discuss any difficulties with the clients and report any client concerns to the Team Leader or Director
- Relay any messages from families to the Team Leader or Director
- Notify the Transportation Schedulers of any variance to the client drive assignment, (ie: client requests to be taken to different location, client not home).

Responsibilities for Record Keeping and Administration:

- Responsible for accessing and receiving and understanding the drivers manifest and other pertinent information via secure e-mail on the agency provided cell phone.
- Complete accurate records of fuel purchases, etc as required using the appropriate forms and submit to Team Leader within 5 days of purchase.
- Ensure fuel is full after using the vehicle and keep vehicle clean and tidy with floor free from obstructions
- Provide copy of driver's license to HCSS upon renewal or as requested
- Be familiar with maps, destinations, road conditions and the most efficient travel routes. Assess road conditions for the safe handling and operation of the vehicle and act accordingly.
- Perform a documented daily vehicle safety inspection prior to driving the assigned vehicle.
- Report any vehicle concerns, breakdowns, malfunctions or service needs to the Team Leader or Director

General Responsibilities:

- Ensure the agencies vehicle is used for transporting clients to and from appointments and unnecessary mileage is not incurred for personal reasons during downtime.

SECTION: ADMINISTRATION

TOPIC: JOB RESPONSIBILITIES

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- Assist in the promotion of HCSS
- Attends seminars, workshops and continuing education opportunities which will enhance knowledge of clients, and will refresh defensive driving skills
- Completes mandatory annual on-line training courses
- Maintains privacy and confidentiality.
- Comply with all HCSS policies and procedures.
- Comply with Ontario Occupational Health and Safety Act and associated regulations.

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.

QUALIFICATIONS:

- A valid Ontario drivers' license, G or F class as per vehicle requirement.
- Continue to obtain F license at own expense.
- A safe driving record
- Ability to work with and understand the use of a cell phone and its properties.
- Physical agility in performing tasks and assisting clients
- Ability and desire to work with seniors, adults with physical disabilities and the vulnerable population.
- Must be able to work flexible hours as assigned including evenings and weekends.

Access to a reliable vehicle to allow travel to locations where the van is located.

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I have read and understand:

I have read and approve:

Signature of Incumbent

Date

Executive Director

Date