



Are you looking for a challenging but rewarding opportunity? Are you cool and collected under pressure? Do you love people?

CSRS is a non-profit organization that provides free programs and services for vulnerable seniors. We are looking for someone to coordinate volunteer drivers and senior riders for trips to essential appointments. If you are extremely organized, outgoing and patient, then please read on...

Job title: Escorted Transportation

Position Type:	Start date:	Job Number:	Application Deadline:
Contract	Immediately	2011001	January 2, 2011

Responsibilities:

- To provide affordable transportation and personal support for low income and/or isolated seniors with limited mobility through the engagement and coordination of volunteer drivers
- To ensure effective and efficient delivery of Escorted Transportation service and to successfully grow the program in response to increasing need/demand
- To anticipate, plan for and implement innovative solutions to the growing transportation needs of vulnerable seniors in Calgary
- To increase public awareness about CSRS and its programs and services
- To establish CSRS in the community as an invaluable resource for seniors and those who care about them

Job duties:

- Registering new riders
- Accepting ride requests
- Dispatching drivers using RideScheduler online system
- Recording monthly statistics (eg: driver mileage & hours, rider trips)
- Coordinating driver mileage reimbursement with accounting
- Maintaining up to date list of driver availability
- Maintaining RideScheduler rider and driver records & hardcopy files
- Building and maintaining positive relationships with drivers and riders
- Collaborating with referrers and other service providers to ensure driver & rider safety
- Preparing and submitting agency & funder reports

- Preparing and managing the Escorted Transportation budget
- Evaluating driver & rider satisfaction & providing recommendations
- Anticipating, justifying and responding to risk re: drivers & riders
- Supporting & assisting with driver recruitment, intake, screening, orientation, training, supervision & recognition
- Developing policies, procedures, forms and supporting documents related to delivery of the Escorted Transportation program
- Assisting manager with ongoing program development, including: research, service comparison, information gathering, data analysis and assessment of need

Qualifications:

- Ability to prioritize, calm and pleasant under pressure and in difficult situations, exceptional communication skills, lots of patience, organized, attention to detail, reliable, outgoing and friendly, team minded
- Passion for seniors
- Proficiency in Microsoft Office & Outlook and using the internet
- Desire to work in a face paced, deadline driven position

Key Role Interactions:

- Reports to the Community Relations & Volunteer Services Manager

Details:

- Six month contract position with strong potential for renewal or permanent, full time employment
- Hours of work are Monday to Friday 8:30 am to 4:30 pm (37.5 hours per week)
- Hourly wage (based on experience) \$16.00 to \$20.50
- Valid driver's license and vehicle required
- Applicants must be able to prove that they are legally allowed to work in Canada

Please submit applications to:

Annastasia Sommer

Community Relations & Volunteer Services Manager

astevens@calgaryseniors.org

We thank all applicants for their interest; however only those selected for an interview will be contacted. Thank you.