

Hanover County Government – Community Resources

Senior Services Specialist - Transportation

Annual Salary - \$38,943.00 - \$48,000.00 Annually

Job Type – Full Time

General Description: This is a professional position. Incumbent serves as the lead staff contact for issues related to older adult resources and programs for Hanover residents ages 60 and over. This position will also oversee the county's specialized transportation grant serving older adults and persons with disabilities. Requires the performance of professional and administrative tasks, including program and community collaboration development and grants management, as well as review of vendor billing and rider registrations.

This full time position will dedicate 50% of daily duties related to the oversight and management of the countywide vendor contracted specialized transportation service. The remaining 50% of duties will relate to promoting existing services and facilitating the expansion of services for Hanover's older adults.

Organization: The Senior Services Specialist is a member of the Department of Community Resources team and reports to the Department Administrator. This position supervises volunteer staff.

Essential Functions:

- Serves residents of Hanover County ages 60 and older, their family members and caregivers by providing information and referral and promoting available resources and services.
- Utilizes current data related to the needs of the County's aging population and leads efforts to address these community-based needs.
- Plans, develops and coordinates services for Hanover's older adults in collaboration with community partners, including facilitating local Age Wave planning and participating in the Greater Richmond Age Wave Coalition.
- Acts as staff support to the Hanover County Council on Aging.
- Creates and supports opportunities to empower older adults to remain active, independent and vital contributors to the community through life-long learning, volunteering and other opportunities.
- Serves as a liaison for County departments and external organizations who provide assistance to older adults.
- Researches and facilitates or develops grant proposals as appropriate to support internal or collaborative projects.
- Supports department functions as necessary.
- Oversees the management of the countywide vendor contracted specialized transportation service.
- Determines eligibility of transportation applicants who meet service criteria
- Processes, audits and submits for payment, all invoices submitted by transportation provider to ensure vendor payments are processed in timely manner

- Ensures proper reporting requirements and service delivery expectations have been met through:
 - Monitoring service of transportation providers to include: vehicle inspection/maintenance records; driver training and licensing; drug testing documentation; insurance requirements; evaluating reservation and dispatching processes; review of customer comments and complaints; monitors investigation and follow up on citizen complaints.
- Assists with marketing and outreach efforts to educate the public about the transportation service.
- Compiles data and completes relevant reports
- Performs related work as assigned.

Knowledge, Skills and Abilities: Requires the performance of professional and administrative tasks including program planning, development and implementation, as well as facilitation of partner/community collaborations, transportation service delivery and customer service. Demonstrates an understanding of the needs and challenges of aging adults and persons with mobility challenges. Must be able to conduct professional management work to promote, and/or develop a comprehensive, coordinated system of services and programs for older residents. Knowledge of human services programs, older adult-serving organizations and community resources required. Knowledge of the community and of transportation services preferred. Must be able to understand and monitor billing and financial accounting reports, maintain confidentiality, and to communicate effectively, both orally and in writing. Ability to systematically compile data, interpret and report monitoring and evaluation findings required. Basic computer skills required with advanced skills desired.

Education, Experience and Training: Bachelor's degree required (preferably in field of gerontology, public administration, transportation or social work) with at least two years' experience in program planning and services to older adults or disability populations required. Experience in community based service coordination desired-OR- any equivalent combination of education, experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable.

Special Conditions:

- Criminal Records Check, including fingerprinting
- Valid Commonwealth of VA Driver's License
- CPS (Child Protective Services) Check
- Occasionally work beyond normal work schedule including nights and weekends
- Twelve month probationary period

For a complete description and/or to apply for this position, please visit our career site at www.hanovercountyjobs.com.