

MOBILITY PROGRAM SPECIALIST

Tompkins County

Classification: Competitive

Labor Grade: 10

Approved: 0

MINIMUM QUALIFICATIONS:

(a) Possession of a Bachelors degree AND at least two years of full-time paid (or the equivalent part-time and/or volunteer) experience counseling or providing casework level services to low income clients, people with

disabilities, or in adult education; OR

(b) Possession of an Associates degree or sixty college credit hours AND at least four years of full-time paid (or the equivalent part-time and/or volunteer) experience counseling or providing casework level services to low income clients, people with disabilities, or in adult education; OR

(c) Graduation from high school or possession of a general equivalency diploma AND six years in a not-for-profit setting providing counseling or casework type services to low income clients, people with disabilities, or in adult education; OR

(d) Any combination of training and experience equal to or greater than that specified in (a), (b), and (c) above.

SPECIAL REQUIREMENT:

A candidate for this position must possess a valid New York State driver's license at the time of appointment and maintain such license for the duration of employment.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF CLASS:

The primary purpose of this position is to assess the transportation needs of individuals participating in the Tompkins County Job Assess and Reverse Commute (JARC) program. The incumbent will perform outreach to employers and employees, department clients and staff, and individuals participating in this program in order to develop and implement individual trip plans. This work involves considerable contact with private and public employers, professional and civic organizations, social/community groups and interested individuals. A secondary purpose of this position is to identify and coordinate with "travel trainers" who will teach people with disabilities (other than blindness) to travel safely and independently throughout the community by using pedestrian skills and public transportation. The incumbent will work under the direct supervision of the Chief Transportation Planner. Supervision of others is not generally a function of this class. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Establishes and maintains liaison with representatives of employers, work development staff, interested individuals, DSS staff and its partner agencies to enlist their participation in Tompkins County's Job Access & Reverse Commute Program (JARC);
- Gives public presentations designed to promote transportation services to individuals, businesses, the public and volunteer organizations, advocating and encouraging the use of public transportation,
- Develops and distributes simple questionnaires and surveys, gathers data and enters the results into an excel spreadsheet for further review;
- Recruits and evaluates participants;
- Works with individuals to identify alternatives for personal mobility, primarily journey-to-work trips.
- Conducts group and one-to-one travel training with individuals on how to safely use all public transportation services, including how to ride TCAT buses, use schedules and the system map, pay fares and identify the easiest way to reach

their destination;

- Provides one-to-one pre-travel training instruction covering how to orient oneself in the community, how to recognize and communicate the need for travel assistance, how to be a safe and independent pedestrian or public transportation user, how to handle various travel contingencies that might occur, and appropriate behaviors when traveling;
- Establishes collaborative relationships with other Department staff, training professionals, police departments, and transit operators;
- Assists individuals to obtain information on transportation services in accessible formats in compliance with the American with Disabilities Act;
- Assures JARC services are being effectively and efficiently operated by private entities under contract with the County;
- Maintains as database and record keeping system related to participants, activities, and outcomes of JARC transportation services;
- Responds to and resolves complaints.
- The incumbent will perform any other related duties or responsibilities as assigned to ensure efficiency in daily program operation and that the program goals are met.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Working knowledge of the local community, community services agencies and their programs;
- Excellent interpersonal and communication skills;
- Excellent computer skills;
- Ability to conduct workshops and presentations explaining travel instruction and the use of public transportation
- Ability to teach others how to handle unusual occurrences and adapt to unexpected travel situations;
- Ability to prepare and maintaining a variety of reports including assessment, daily progress, and summary reports;
- Ability work as a team member;
- Ability to maintain successful relationships with people both within and outside the agency;
- Ability to counsel individuals in the areas of economic, social, emotional and vocational problems;
- Ability to observe, analyze and help others come up with workable solutions;
- Ability to prepare and maintain records and reports;
- Ability to operate a computer terminal to enter or retrieve data or to prepare reports;
- Ability to perform close, detail work;
- Commitment to local, state and federal regulations regarding the rights of people with disabilities;
- Sensitivity to the reactions of others;
- Tact, courtesy, professional ethics and good judgment are required;
- The employee's physical condition shall be commensurate with the demands of the position.