

**Pioneer Valley Transit Authority  
Job Description**

---

<b>Job Title:</b>	Travel Trainer
<b>Department:</b>	Operations
<b>Reports To:</b>	Director of Transit Operations / Transit Navigation Program Coordinator
<b>F.S.L.A. Status:</b>	Part-time, (up to 20 hours/week); Non-exempt level (additional hours may be available for part-time position)
<b>Grant-funded</b>	Funded for a minimum of two (2) years
<b>Hourly Rate:</b>	\$17.00 - \$19.00 per hour.
<b>Benefit Status:</b>	Paid time off benefits for full-time position such as vacation, holidays, and sick time. Other benefits may apply. -Some pro-rated paid time off benefits apply to the part-time position.

---

**Position Summary:** This position will assist with conducting training sessions to assist older adults, persons with mobility impairments, and refugees to access fixed-route public transportation. Training sessions will be designed for small groups and individuals, with initial focus on conducting individualized one-on-one training sessions. The Travel Trainer will also be responsible for utilizing all documentation systems, including the initial interview and application process, needs assessments, training plans, program and client progress, training certifications, follow-up, and all other related documentation.

Must be able to work with individuals from different cultural backgrounds and adapt to the changing needs of the position as program development and implementation progresses.

**Essential Duties and Responsibilities:** Include the following. Other duties may be assigned.

Conduct needs assessment activities to identify training needs among new and existing customer base; implement training program, and conduct all follow up as needed; coordinate efforts among all related parties, including but not limited to clients, agencies, staff, and fixed route/paratransit service providers as needed to conduct the most effective training possible.

*Provide direct travel training and community/safety education programs for individuals and groups that include older adults, persons with mobility impairments, and refugees:* Develop individualized curriculums for groups and individuals to safely access public transportation; conduct and complete training sessions based on specific training plans; and maintain daily written records and reports of consumer progress.

*Develop and implement individualized transportation plans and mobility instruction curriculum for travel training participants:* Act as liaison and maintain open communication between the agency and various stake holders including family/friends of consumers, other service providers and transit personnel; interpret maps, timetables, and other transit materials for route planning. Maintain attendance and program records, individual progress notes and reports. Provide follow-up and retraining to consumers as needed.

*Complete intake and assessment of consumer to determine eligibility for travel training:* Document consumer and peer trainer feedback for purpose of educational curriculum development and training; implement community safety, utilization, and emergency/crisis programs; assist in implementation of outreach efforts to generate and maintain referral pool; complete special projects within the field of mobility services as assigned.

Co-teach in-service trainings on the subject of mobility training, upon assignment from supervisor; participate in in-service training programs as needed; support consumers in communicating needs to transit providers; and identify transit issues affecting older adults and people with disabilities, and address issues as appropriate.

*Maintain all related documentation, reporting and filing systems:* Create and distribute monthly, quarterly, and yearly reports and/or report summaries; keep supervisor informed and up to date on program progress, both verbally and via multiple reporting formats; compile, analyze, summarize, and report on related data and other statistical information; use information to modify and improve Travel Training Program as needed.

Perform other duties as assigned.

### **Qualification Requirements/ Education and/or Experience:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Position requires a High School Diploma or equivalent; Equivalent combination of education and demonstrated experience working in a similar position will be considered.

Demonstrated training experience, one-on-one and in small groups; Ideal candidate should be able to employ multiple training/teaching methods to teach others effectively;; excellent communication, organizational, and interpersonal skills; must have high level of professionalism and diplomacy; must have experience compiling and interpreting data; ability to read and interpret documents such as regulations, policies, procedures and training manuals, and other instructions and incorporate into daily activities; ability to write routine reports and correspondences; able to work productively with minimum direct supervision; ability to pay strict attention to detail and construct accurate documentation; the ability to prioritize workload ability and meet deadlines; ability to accurately track and work with written information (i.e., demographic information, program data phone numbers, etc.); must have a strong work ethic with a high degree of self-motivation, and the ability to act on behalf of others when requested.

**Language skills:** Excellent command of the English language with strong writing and verbal communications skills.

**Preferred qualifications:** Bilingual Spanish, three (3) years' experience working with older adults and persons with disabilities. one year experience working with older adults and with persons with disabilities in community education programs is preferred; Associates Degree in Human Services preferred.

**Required Competencies:** This position requires the following competencies:

*Analytical Skills:* must be able to gather, organize, summarize, and interpret data and draw reasonable conclusions based on findings; able to make recommendations based on conducting own statistical analysis.

*Strong interpersonal skills:* must be an effective communicator and able to maintain confidentiality,

*Proficient with:* Microsoft Office Suite including but not limited to Outlook, Excel, Word SharePoint, and other software platforms and accommodation systems including Google Translate, TTY systems and others.

*Oral and written communication skills:* Communicate clearly in oral and written form on a constant basis; must be a good listener and seek clarification when needed; respond well to questions; write clearly and informatively; edit own work for spelling and grammar; read and interpret written information.,

*Organizational Skills:* Organize and prioritize a variety of tasks on any given day.

*Judgment:* Use of independent judgment; must be able to make own decisions and take responsibility for own actions; shows sound and accurate judgment and make timely decisions; *Motivation:* prioritize and plan work activities; use time efficiently; set goals and objectives.

*Teamwork:* must be an outstanding team player and be able to balance team and individual responsibilities.

*Professionalism:* approach others in a tactful manner; react well under pressure; treat others with respect; accept responsibility for own actions, follow through with commitments.

*Quality:* demonstrate accuracy and thoroughness; monitor own work to ensure quality.

*Quantity:* meet productivity standards; complete work in a timely manner; strive to increase productivity.

*Adaptability:* adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; deal with frequent change, delays, or unexpected events.

*Attendance and Punctuality:* must be consistently at work, meetings, in-services, etc.; ensure work responsibilities are covered when absent.

*Dependability:* follow instructions; respond to management directions; take responsibility for own actions, keep commitments; complete tasks on time or notify appropriate person of alternate plan.

*Initiative:* volunteer readily; undertake self-development activities; seek increased responsibility; take independent actions; request help when needed.

*Innovation* - Meet challenges with resourcefulness; presents ideas and information in a manner that produces results.

*Mathematical Skills-* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

*Reasoning Ability-* Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret a variety of technical instructions in mathematical or diagram format and deal with abstract and concrete variables.

**Regulatory knowledge:** Must be able to understand state, federal and other regulations related to position.

**Computer Skills:** Excellent working knowledge of Microsoft Word and Excel; experience conducting internet and other research on matters related to position.

**Supervision received from:** Transit Navigation Program Coordinator

**Directly reports to:** Transit Navigation Program Coordinator / Director of Transit Operations

License/ Certifications: Must have a valid Driver's License and acceptable driving record.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, and/or hear. The employee is frequently required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms. Frequent use of computer and keyboard and viewing of computer screen is required. Walk a minimum of one-half mile. Push and move weights up to 10 lbs. on a constant basis and 25 lbs. on an occasional basis. Specific vision abilities required by this job include vision, color vision, and ability to adjust focus; Ability to travel (drive self) within 25-mile radius is required (use of company vehicle may be provided as available). Frequently travels in a bus during training sessions.

**Work Environment:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet. The stress level is usually low and occasionally moderate. Must be outside frequently in all weather conditions while frequently traveling through all neighborhoods in the service community.