



POSITION DESCRIPTION

Job Title: ADA Paratransit Coordinator
Department: ADA Operations
Reports To: Director of ADA Paratransit Services

Position Summary:

Responsible for administrative activities related to the American's with Disabilities Act (ADA) Paratransit transportation service program. Provide guidance and support to ADA staff, clients and 3rd party service provider.

Essential Functions and Position Responsibilities:

- Ensure the timely and accurate receipt and recording of applications, assessment and determinations.
- Review service request applications to determine nature of disability.
- Conduct in-person or via telephone, eligibility and re-certification interviews at ADA Paratransit office or other external designated facilities.
- Communicate directly with client, client's family members, responsible human service agency and/or caseworker to solicit and obtain information relative to the nature, impact, and functional limitations associated with the applicant's disability.
- Determine need for medical certification based upon the nature of disability. Customize certification request form to ensure receipt of all medical information required in order to make an informed eligibility determination. Obtain HIPAA authorization form from applicant and initiate medical certification process. Review and interpret resulting medical certification.
- Conduct prescribed cognitive testing for applicants with developmental disabilities. Assess applicant's ability or inability to safely navigate public transportation system or need for ADA Paratransit services.
- Perform route site visit as determined necessary to evaluate impediments to applicant's use of standard public transportation as needed. Refers clients to travel training if needed.
- Evaluate and determine applicant's eligibility for service based on interview, medical certification, route site visit and/or testing results.
- Compose and issue eligibility determination and notification letter within required time frames.
- Provide applicant with informational material including eligibility determination, determination appeals process, alternative support services, ADA Paratransit service "Welcome Package", and rider identification card as appropriate.
- Ensure the security and maintenance of highly confidential applicant medical and personal information in accordance with prescribed program and HIPAA regulations.
- Respond to inquiries from applicants and clients regarding ADA Paratransit service needs, service suspension decisions, application status, eligibility determinations, program policies, procedures and other requests.
- Ensure the timely and accurate maintenance of safety sensitive client information.
- Prepare and distribute specific ADA Paratransit statistical reports.
- Perform general administrative duties in connection with the department.
- Attend bimonthly ADA Participation Group Forum.
- Assist with monthly billing and monitor the operation by reviewing manifests, recorded calls, on-time performance, and other metrics.
- Receive and ensure the timely processing of applications for service. The position requires conducting eligibility and re-certification interviews in Spanish or other languages (using translation services if

needed) and English to determine eligibility status in accordance with established ADA Paratransit program guidelines.

- All other tasks as related and assigned.

Qualification Requirements:

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, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Demonstrated ability to use sensitivity and professional techniques when communicating with individuals with disabilities and /or their family members and other related contacts.
- Demonstrated ability to provide support & information to others promptly.
- Ability to perform accurate data entry in an accurate and timely fashion.
- Demonstrated ability to read and understand electronic street maps.
- Working knowledge of local bus routes is helpful.
- Ability to effectively and efficiently use Microsoft Outlook programs.
- Strong oral and written communication skills.
- Spanish speaking preferred, but not required.

Education and/or Experience:

- Bachelor's degree or the equivalent combination of education and experience in business or a health care field preferred.
- Minimum of two (2) years experience within a public service or transportation services program preferred.
- Experience within an organization or agency with an understanding of ADA regulations and requirements.
- Prior work experience within a health or human services agency.
- Knowledge of medical and/or psychological conditions and related terminology preferred.
- Prior experience working with data of a sensitive and confidential nature.
- Outstanding listening skills and the ability to respond professionally, clearly, and with sensitivity with persons with various disabilities.
- Demonstrated ability to receive and retain confidential communications and data in accordance with related policy and HIPAA provisions.
- Demonstrated ability to effectively manage multiple and changing work assignments.

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 occasionally required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms.
- Extensive use of computer and keyboard and viewing of computer screen is required.
- There may be required on occasion to lift and/or move up to 30 pounds, and the ability to move or push a wheelchair passenger.
- Specific vision abilities required by this job include vision, color vision, and the ability to adjust focus.

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 employee is required to work both independently and with others.
- The employee is required to be in contact with clients with varying degrees of disability.

We are an equal opportunity employer, and encourage applications from minorities, females, military, and persons with disabilities.