 Job Description

Position Title: Ontario Works Van Driver

Department: Social Services

Reports To: Ontario Works Manager

## Purpose

Provide client-centred, high-quality customer service in an empathetic manner. Transport Ontario Works clients, and clients of community partners some of whom may be vulnerable to and from designated locations.

## Responsibilities

* Pick up and deliver clients, mail, supplies and equipment according to the schedule
* Provide interdepartmental driving services as requested
* Provide delivery services to community partners as requested i.e. United Way Backpack program
* Answer telephone calls, electronic communication, and refer all contacts to appropriate staff if necessary
* Provide information and explanation to ensure client understanding of transportation program (schedules, routines, practices etc.)
* Maintain statistical data and daily log in specific departmental programs
* Adhere to and modify transportation schedule to provide transportation in a safe, timely and efficient manner
* Maintain appropriate environment in the van, ensuring vehicles are equipped and in compliance with safety standards, including seat belt legislation i.e. cleanliness/no smoking policy and any other county administered policies etc.
* Report concerns, problems, and complaints to the Transportation Scheduler and/or OW Manager, and/or Case Manager
* Conduct vehicle circle checks; maintain vehicle log in accordance with applicable license and regulatory requirements
* Ensure vehicle(s) are regularly cleaned and cared for so as to ensure the comfort and safety of the driver and passengers and to reflect a positive community presence
* Fulfill other duties as assigned

### Other Duties

* Occasional Van Scheduler coverage
* Maintain skills and knowledge by taking training and development through courses, seminars and selected reading
* Responsible, as an employee, for occupational health and safety and emergency management

## Working Conditions

Driving requires year round travel throughout Grey County and neighbouring municipalities, in all types of weather and traffic conditions which can involve exposure to unfavourable road, traffic and extreme weather conditions. Usual hours of work are up to thirty-five (35) hours per week and could fall outside the core office hours. Split schedule may apply. Overtime may be required on occasion. Work is subject to regular deadlines and requires detail and organization in documentation.

## Contacts

### Internal Working Relationships

Work closely with staff within Social Services and other Grey County departments.

### External Working Relationships

Interact with community agencies, partners and employers, developing positive working relationships.

## Knowledge and Skill

* Must have Class F license
* Communicate in an empathetic and client centred manner
* Objective, approachable, and possess strong interpersonal skills
* Proficient communication skills, both written and verbal
* Ability to prioritize and organize work flow with the ability to exercise judgement and maintain confidentiality is required
* Good interpersonal skills coupled with empathy, objectivity and understanding of barriers and challenges experienced by clients is an asset
* Nature of work requires incumbent to work as part of a team and independently
* Defensive driving is an asset
* Basic computer skills is an asset

## Impact of Error

Inefficient and ineffective transportation services will jeopardize relationships with sponsors, community partners, clients and Ontario Works team members.

Unsafe driving and failure to communicate vehicle issues could result in personal injury, service disruption and property damage with subsequent legal and financial impacts on the County.

Errors or omissions could negatively impact the effectiveness of overall program delivery.