

# Southwestern Wisconsin Community Action Program, Inc.

## Job Description

### Job Title: Mobility Manager

---

Exempt (Y/N): No

SALARY LEVEL:3

LOCATION: Southwest WI

DEPARTMENT: Transportation

SUPERVISOR: Lori Jacobson/Jeff Segebrecht

APPROVED BY: Wally Orzechowski

DATE: 12/18/2019

---

This position functions as a community transportation advocate promoting accessible, affordable mobility options. This individual will work to identify barriers to mobility within Juneau and Adams Counties, and develop strategies for overcoming transportation barriers. Ability to work with a variety of professionals and agencies, as well as clients on a trip-planning level is required. This position is supervised by SWCAP Transportation Director's and will have regular coordination with the ADRC Director of Adams County, and ADRC Director of Juneau County.

### **DISTINGUISHING FEATURES OF THE JOB**

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Promote transportation coordination strategies for Juneau and Adams County
- Provide community transportation planning, coordination, and navigation for older adults and persons with disabilities seeking medical, nutrition, personal business, and social purposes
- Review unmet needs and assist in developing plans to address unmet needs with community planners
- Coordinate with hospital discharge planners to identify and address transportation needs for follow-up medical services
- Develop and implement a system of outreach to financially needy and/or socially isolated older adults and persons with disabilities, and assist eligible riders in gaining access to transportation services, and ADRC and other community programs and services
- Develop outreach and marketing strategies that provide incentives to providers to coordinate mobility resources
- Develop public awareness and support for transportation services through public speaking, media releases including approved social media sites, and community events
- Monitor and report on all mobility coordination opportunities in Juneau and Adams Counties
- Interpret state and federal legislation/rules as they pertain to transportation
- Collaborate with Juneau County Finance Department and Southwest WI Community Action Program to complete monthly billing activities
- Collaborate with Juneau County Finance Department and Southwest WI Community Action Program to prepare reports and submit to the Transportation Coordinating Committee, grantors and the Wisconsin Department of Transportation
- Enter daily, monthly, quarterly, and yearly data for reporting and billing for contract compliance and reimbursement of transportation program
- Assist with preparing and monitoring funding state and federal transportation funding applications
- Conduct best-practice research and analysis related to quality, effectiveness and outreach for community transportation options
- Coordinate recruitment, orientation, training, and scheduling of paid and volunteer drivers for transportation and nutrition program services
- Assist with county emergency management activities as needed for planning and implementing transportation in accordance with Juneau and Adams County Human Services Emergency Preparedness plans

## EDUCATION AND EXPERIENCE

- Minimum of an Associate degree in human services, liberal arts, business or other related field preferred
- Experience with community-based services with demonstrated competency in relationship building with partner organizations to include community-based, social services, and human services agencies
- Experience with rural project and program management, to include coordination, mobility management, and community engagement desired
- Experience working with older adults and/or persons with disabilities preferred
- Knowledge of public assistance programs (Medicaid, Medicaid Waivers), and grant writing desired
- Must possess a valid driver's license with ability to travel
- Pass a caregiver background check

## PHSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM

### ESSENTIAL JOB FUNCTION

#### A. Language Ability and Interpersonal Communication

- Ability to record and deliver information, explain procedures and instruct staff and clients
- Ability to communicate effectively with clients, supervisor, the general public, volunteers and department staff both in person and in writing
- Ability to engage with individuals and businesses, self-initiate promotional and outreach activities and exude an outgoing personality

#### B. Mathematical Ability

- Ability to perform basic mathematics including add, subtract, multiply, divide and calculate whole numbers and decimals
- Ability to operate a calculator and enter number and information into spreadsheets
- Ability to count money and make change
- Knowledge of business math and record keeping

#### C. Physical Requirements

- Ability to bend, stoop, stretch, lift, stand and sit for long periods and type at a reasonable rate
- Ability to use cleaning appliances such as a vacuum cleaner, and be able to lift 10lbs
- Ability to complete motions involving dexterity in moving to include picking up objects, and opening and closing of doors, and answering a telephone

#### D. Environmental Adaptability

- Knowledge of and sensitivity towards the needs of older adults and adults with disabilities
- Knowledge of HIPAA and ability to maintain confidentiality of office and client information
- Ability to set up and maintain accurate records and files
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions

SWCAP is an equal opportunity provider, employer & lender

