



Dilkon Medical Center

Job Vacancy Announcement #DDH-22-69

Closing Date: 10/27/2022

POSITION TITLE: Courtesy Driver

DEPARTMENT: General Services

Position Summary:

Under general supervision of the Director of General Services, the Courtesy Driver provides safe, reliable, and efficient transport of program participants to and from designated activities, meetings, and appointments. Uphold the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Provides transportation for eligible program participants to and from designated activities safely and efficiently.
- Assists passengers as needed, including those with special mobility needs and carrying items to/from vehicle.
- Transports program deliverables, such as medical equipment, in a safe and efficient manner.
- Maintains log or schedule of activities, and other services provided.
- Inspects vehicles before driving to include: gas, oil, water, and brake and transmission levels, to ensure safe operation.
- Performs routine safety checks on vehicles to include: operable brake lights, turn signals, tire pressure, first aid kit, and emergency road kit.
- Checks the condition on all operating parts of vehicles, to include: tires, lights, brakes, windshield wipers, etc.
- Ensures the safety of elderly and disabled passengers to include, loading and unloading, buckling and unbuckling wheelchairs and seat belts, operating wheelchair lift, ensuring passengers remain seated when transportation is in motion, and any other safety matters.
- Arranges for vehicle repairs as needed.
- Maintains accurate documentation related to mileage, consumption of gas, oil, and other service related products.
- Prepares vehicle reports as required.
- Reports delays for accidents, poor road conditions, passenger and mechanical emergencies to Transportation Coordinator.
- Regulates heating, lighting, and ventilation systems for passenger comfort.
- Processes passenger complaints and initiates corrective actions designed to improve customer relations and services.
- Provides assistance during the trip or at the event as needed.
- Maintains vehicle cleanliness by washing and cleaning as needed.
- Observes safety rules, drives defensively, maintains an overall safe environment, and in accordance with state driving laws.
- Participates in training programs as required.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCC's Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

High School Diploma or GED plus one year experience transporting passengers with mobility needs. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license with no DWIs in the past three years. No felony convictions or gross misdemeanors within the past five years. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of rules of the road and road signage.
- Knowledge of applicable state driver and passenger service regulations.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Ability to load and unload patients with wheelchairs and special equipment.
- Ability to follow all road rules and regulations while driving.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.
- Ability to work independently with minimal supervision.
- Ability to drive safely and efficiently.
- Ability to sit for prolonged periods while driving on a daily basis.
- Ability to travel within and outside of the area as a requirement, with additional travel outside of the Navajo Nation may be required.
- Ability to prepare and maintain written records and reports.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 100 pounds.

Work Environment:

Work is performed in a transport vehicle or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.