



## REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

### Paratransit Eligibility & Mobility Specialist

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<b>FLSA status:</b>	<b>Non-Exempt</b>	<b>CLASS CODE:</b>	<b>2125</b>
<b>Established:</b>	<b>September 2016</b>	<b>Grade:</b>	<b>27</b>
<b>Revised:</b>	<b>September 2022</b>		

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**Summary:** Under general supervision, is responsible for determining eligibility for paratransit services in accordance with the American's with Disabilities Act (ADA) rules and regulations. Provide transit orientation and path of travel assessments as well as individualized and group travel training.

**DISTINGUISHING CHARACTERISTICS:** Employees in this classification work under general supervision and in accordance with established policies, procedures and regulations.

**ESSENTIAL FUNCTIONS:** *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).*

- Prescreen paratransit applicants over the phone; explain paratransit and fixed-route service features & expectations; arrange transportation; arrange individual in-person evaluations of new and re-certifying paratransit applicants; Make referrals to appropriate community programs.
- Serves as the travel trainer and performs activities related to the RTC's travel-training program.
- Analyzes medical terminology, medical conditions and/or disabilities as they correlate to physical or cognitive functional capacity through in-person evaluation; Determines eligibility through a thorough understanding of the applicant's functional capabilities, interpretation of the regulatory guidelines of the ADA, policies, practices and procedures; Audit existing certification clients by analyzing ridership reports to determine client's functional abilities and ensure client's eligibility is correctly assigned; Review professional verification data from medical professionals to make eligibility determinations;
- Conducts physical and cognitive in-person, in the field functional assessments necessary to determine ADA complementary Paratransit eligibility for persons with disabilities; Perform path of travel assessments and document terrain for trips; Determine applicant's ability to traverse and navigate path of travel;
- Prepares detailed written and electronic reports on functional assessment findings, recommendations and eligibility status with regard to applicants' ability to utilize fixed-route services;
- Create and maintain: eligibility records/schedules, correspondence/ notifications, customer files, and reports. Provides additional information in writing or in-person as necessary to appeals panel/personnel regarding findings of functional assessments.
- Develops and revises assessment tools for functional assessments as needed.

## Paratransit Eligibility & Mobility Specialist Job Description

- Ensures adherence to established guidelines, best practices and the American with Disabilities Act.
- Maintain confidentiality and respectful interaction with internal and external customers.
- Performs training and practice for clients with mobility devices on boarding and de-boarding fixed route buses, RTC CCESS or FlexRIDE vans.
- Plans and implements individualized and group travel instruction based upon an assessment according to the customer's travel needs and requests.
- Performs individual and group travel training, instructs customers on trip planning skills and strategies; self-advocacy, safety and orientation skills; how to independently use and navigate the accessible fixed-route system; how to handle unusual occurrences and how to adapt to unexpected situations when traveling on public transportation.
- Evaluates the individual's ability to travel safely and independently at the conclusion of the RTC system orientation. Follows up with customers to determine outcomes and ensure success.
- Develops and maintains an RTC orientation database, and prepares written summary reports and effective documentation and metrics of travel training efforts.
- Develops, teaches, and conducts community outreach workshops and presentations to community agencies, schools, senior centers, retirement homes, transportation fairs, and professional organizations in relation to the RTC public transportation systems and other specialized transportation services.
- Attend/participate in conferences, workshops, and symposiums focused on ADA regulations and transportation services for persons with disabilities. Appears before local, state and federal officials.

### **QUALIFICATIONS FOR EMPLOYMENT:**

#### ***Knowledge, Skills, and Abilities: (KSAs are the attributes required to perform a job)***

- Applicable Federal, State and Local laws, rules and regulations including the Americans with Disabilities Act.
- Working knowledge of effective and respectful interviewing techniques and documentation and
- Working knowledge of and sensitivity to the special transportation needs of paratransit riders, including knowledge of relevant physical and/or cognitive functional capacities and their effects on mobility.
- Working knowledge of transit and paratransit operations, city streets, common locations, and transit considerations (e.g., run times, impact of inclement weather, boarding time, etc.).
- Skill in establishing effective work relationships with staff, coworkers and the public, and developing effective work teams and motivating staff to meet established goals, objectives, and service efficiencies.

## Paratransit Eligibility & Mobility Specialist

### Job Description

- Operates a variety of office equipment, including computers and associated software applications related to the work.
- Research and reporting methods, techniques and procedures. Ability to develop and perform basic database queries, compile statistical reports, and identify data trends.
- Ability to maintain accurate statistical records and to perform related mathematical calculations.
- Knowledge of methods of organizing, scheduling and prioritizing workloads. Ability to organize a filing system for multiple work flows.
- Knowledge and understanding of English language usage including spelling, grammar, punctuation and vocabulary. Strong skill in effective communication, both verbal and written, and in composing correspondence, reports, and other written materials and documentation.

### ***Experience and Training:***

High School or equivalent; College degree in physical/occupational therapist, medical certifications or a combination of experience and education is preferred. Minimum of three (3) years of experience working with people with disabilities and/or mobility training, travel training or orientation training, preferably in the transportation industry and/or a minimum of two (2) years working in assessing and/or determining benefit eligibility for people with disabilities or senior citizens, OR any equivalent combination of education and experience that provides the required knowledge, skills and abilities. Spanish and English bilingual skills preferred. Requires valid driver's license at time of appointment

### ***Physical and Mental/Intellectual Requirements:***

Performance of the essential and marginal functions requires maintaining physical condition necessary for sitting and standing for prolonged periods of time; for walking, kneeling, climbing, stooping on uneven terrain, in a variety of environmental conditions; lifting items weighing up to 25 pounds; vision to read printed materials; and hearing and speech to communicate in person or over the telephone, and driving a motor vehicle to work sites.

Ability to sit for 1 hour intervals, assist people with disabilities to transfer seats, push manual and power wheelchairs, walk up to ½ mile at a time, stand for up to ½ hour at a time and ability to tolerate riding in a fixed route or paratransit vehicle for up to 4 hours.

### ***Working Conditions:***

Position functions indoors in an office type environment where most work is performed at a desk. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the RTC.