



Job Description

Job Title: CIE Transportation Specialist

Responsible to: CIE Manager

Responsibilities:

The CIE Transportation Specialist supports the CIE program with an emphasis on the coordination of a transportation program that provides access to public transits, ride sharing services and nonprofit providers in the state. The position would connect individuals with the most appropriate transportation services and support Community Health Workers in South Dakota to connect their patients and clients to transportation services.

Job Requirements:

- Bachelor's degree in Social Services or related field
- Demonstrated interest in human services
- Strong oral and written English language skills including over the phone
- Working knowledge of computers and software programs
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Extremely detail oriented and organized
- Flexibility and ability to manage many concurrent projects
- Ability to work independently
- Strong desire to provide non-judgmental, appropriate help and assistance to persons in need/ ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Ability to establish and maintain effective working relationships with program staff and service providers

Specific Responsibilities:

A. Coordinate the implementation of the CIE Transportation Program

1. Develop relationships with public transit, ride sharing services, and nonprofit services to understand each of their services.
2. Develop relationships with Community Health Workers across South Dakota and onboard them to the Transportation Program.
3. Document rides in a client tracking system on usage.
4. Provide reporting and invoicing of transportation costs.
5. Provide program reports as needed.
6. Provide support and training to Community Health Workers implementing the Transportation Program.
7. Support expansion of the CIE program across South Dakota as needed.

B. Respond to inbound calls/texts to the Connection Center

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.

2. Answer and provide appropriate assistance for information and referral contacts following policies and procedures.
3. Answer and provide appropriate assistance for listening & support contacts following policies and procedures.
4. Answer and provide appropriate intervention for crisis/suicide contacts following policies and procedures.
5. Document calls/texts/emails correctly into computer tracking system according to procedure.

C. Professionalism

1. Support and carry out the mission of the agency.
2. Assist with projects as assigned.
3. Follow agency policies, including personnel and programmatic.
4. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.

Hours: Hourly full-time position. Days may include limited evening and weekend hours. Will include coverage of holidays and on-call.