



Heading Home

Job Title: Wellness Hotel Shuttle Driver
Program: Heading Home CABQ Wellness Hotel
Reports To: Wellness Hotel Site and Services Coordinator
Hours: Depending on shift

Exempt Non-Exempt

Position Summary:

The Shuttle Driver shall provide safe transportation services to the Wellness Hotel residents and staff as needed to and from locations within the City of Albuquerque. The Wellness Hotel was established by the City of Albuquerque Department of Family and Community Services to reduce density of the congregate shelter population at the WEHC and provide a non-congregate shelter option for homeless individuals most at risk of severe impacts if they contracted COVID-19 because of age or underlying medical conditions. The Wellness Hotel serves as a voluntary extension of the City's emergency shelter program during the COVID-19 pandemic period as it continues to threaten public health. The capacity at the hotel is currently 40-70 rooms. The initial time period for this position is from July 2020 through December 31, 2020. The Wellness Hotel may be extended beyond that point if needed and desired by the City. This is a seasonal position.

Essential Duties & Responsibilities of a Wellness Hotel Shuttle Driver include:

- Reports to Site and Services Coordinator
- Assists in creating and maintaining an emotionally and physically safe atmosphere.
- Safely transports residents to and from various locations within the City of Albuquerque.
- Light maintenance of vehicles to include: cleaning, washing, gas fill up, checking oil, maintaining tire pressure and other items that do not require a professional mechanic.
- Maintain daily mileage/safety/maintenance logs as required.
- Identifies and informs Site and Services Coordinator of any vehicle issues or problems immediately so that the vehicle can be restored to a proper and safe working condition in a timely manner.
- When necessary, assist team members in de-escalating agitated residents
- Maintain a physical and vigilant presence at the Wellness Hotel at all times
- Report all safety hazards to Site and Services Coordinator
- Assist in emergency evacuation and fire/disaster drills
- Supports Site and Services Coordinator, Monitors, and Volunteers as needed
- Connects guest to monitors as needed
- Is mindful of and adheres to all safety protocols
- All other assigned duties

The responsibility of all Heading Home employees includes the following:

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statures and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

Qualifications:

To perform this job successfully, an individual must be have excellent communication and interpersonal skills, must be able to think strategically, act quickly and must work well with others across a broad spectrum of situations. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Prior experience in a transportation field, and working with individuals experiencing homelessness and/or mental illness is highly desired.

Skills:

- Ability to communicate effectively both orally and in writing
- De-escalation, trauma informed care, or similar training is highly desired
- Must be able to maintain composure under difficult situations

Other Requirements:

- CPR/First Aid certification within 30 days of employment
- Ability to navigate stairs and uneven terrain

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: _____ Date: _____
Wellness Hotel Shuttle Driver

Signature: _____ Date: _____
Wellness Hotel Site and Services Coordinator