

Dispatch (Transportation) Coordinator Temporary Full Time (6 Months)

Reporting to the Community Hub Manager, the Dispatch (Transportation) Coordinator coordinates transportation services across Durham Region using the paid van drivers to complete van shuttle services, short trips within Durham Region – Adult Day Program, Grocery Shopping, Luncheon Out, Foot Care Appointments, Food Delivery. The Dispatch (Transportation) Coordinator is responsible for schedules and dispatches drivers to ensure an efficient use of a fleet of 10 vehicles; schedules vehicles for routine and urgent maintenance checks, and MTO inspections and maintains statistical data, billing, and collections.

Responsibilities include, but are not limited to:

Coordinates Van Drivers

- Monitors paid van drivers' hours and schedules drivers/vans through-out Durham Region for local drives including foot care, luncheon out, ADP, medical appointments etc.
- Acts as a dispatch, to reroute vehicles as needed
- Ensure appropriate vehicle is dispatched depending on client needs (wheelchair accessible, walker etc.)
- Disseminates vehicle and safety information to drivers
- Ensures adherence of daily circle check, emergency guidelines including accident protocols according to CCD policies and procedures

Vehicle Maintenance and schedule

- Ensures vans are up to date with service regulations, monitoring all needed repairs and routine maintenance checks
- Ensuring all vans are seasonally inspected
- Assures compliance with timely accident and vehicle damage reporting, vehicle safety inspections and emissions inspections.
- Work with external vendors, including mechanics

Administration

- Updates/enters client information into database (CIMS).
- Ensures statistics data and billing is reconciled
- Liaises with service/client coordinators
- Liaises with outside agencies/organizations that could be involved in the delivery of services.
- Participates in staff meetings and makes suggestions for services.
- Promotes CCD services.

Client Service

- Connects with clients to schedule transportation, and communicate driver information
- Notify clients of any changes to schedule

Qualifications required:

- Post-secondary diploma in Social Service and or Administration, with experience in the transportation and logistics industry
- Proven knowledge of the principles and practices of community support services, scheduling and human resource/volunteer management
- Excellent interpersonal, communication, teamwork and organization skills
- Intermediate Computer skills and experience with database entry and maintenance
- Knowledge of the needs of the elderly, individuals with mental health issues and persons with disabilities
- Knowledge of vehicle maintenance
- Minimum of 2 years previous experience scheduling transportation
- Valid Ontario G or G2 driver's licence with access to reliable and insured vehicle
- Sensitivity to the needs of the frail elderly and persons with disabilities
- Adherence to COVID-19 safety practices including two doses of COVID-19 Vaccine (where medically able in accordance with our Immunization Policy)
- Recent Police Vulnerable Sector Check or Enhanced Police Information Check

Compensation: Starting at \$20.89 per hour with 6% vacation pay

* Pay will be commensurate based on education and experience

Please apply in writing referencing posting #2022-12 outlining qualifications and experience by 4 pm on Monday, January 24, 2022 to



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Human Resources, Community Care Durham email: careers@communitycaredurham.on.ca

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