

**Posting Title: Metro System Orientation Spec - DC -Jackson Graham Bldg-8th Fl**

**Reference: Union Code: 140186 002**

**Salary Range: \$60,141 to \$88,197**

**FLSA - Nonexempt**

**Opening Date: 02/26/2014**

**Org Marketing Statement.** The Washington Metropolitan Area Transit Authority (Metro) is currently recruiting for a professional staff member to be part of a dedicated team within the Department of Access Services, Office of Eligibility Certification and Community Outreach. This position involves extremely high-level customer service management, public relations and some community outreach work. Successful candidate must be able to work in a fast paced, challenging and team centric environment. To be considered for the position, applicants must have the required years experience as a Physical, Occupational or Recreation therapist, social worker, behavioral health worker, or other related work experience in accessing and determining eligibility for services for people with disabilities.

**Preferred applicants that possesses and/or have the following:**

- Knowledge of the Americans with Disabilities Act, as it pertains to transportation.
- Experience in public or human services experience.
- Experience working with people who have various degrees of physical, cognitive and or intellectual disabilities is required.
- ASL or second language proficiency.
- Possess a Bachelors Degree from an accredited University in recreational, physical or occupational therapy, public administration, social work, public policy, transportation, healthcare or related field.
- Possess a current certification or license if a Recreational, Physical or Occupational therapist or Social Worker.

**The successful candidate will be primarily responsible for determining eligibility for MetroAccess paratransit services. Duties will include but are not limited to:**

1. Conducting a pre-screening of applicants for paratransit over the phone to obtain demographic information needed to schedule the appropriate assessments appointment.
2. Interview applicants for post assessment administrative follow-up
3. Conducting phone and in-person interviews and assessments on applicants who are seeking eligibility for paratransit services to determine the best option for the customer's accessible public transportation needs.
4. Work with other team members to refer applicants and customers to other services provided by the office.
5. Review and process applications for customers who are applying for the Reduced Fare Program for People with Disabilities.
6. Other duties assigned.

**Responsibilities**

## **SUMMARY:**

This position involves extremely high-level customer service management, public relations, and community outreach work. The incumbent is responsible for determining eligibility for MetroAccess door-to-door paratransit service, as well as eligibility for the Reduced Fare Program (RFP) for people with disabilities. Incumbent performs duties as a Metro Systems Orientation Specialist (Travel Trainer) to teach people with disabilities and senior citizens how to travel safely and independently on the accessible fixed-route Metrobus and/or Metrorail systems. Additionally, the incumbent conducts individual and group orientation and community outreach activities. Incumbent establishes and maintains liaison partnerships with external organizations and consumers. This position has extensive latitude for independent judgment and actions.

## **MAJOR DUTIES:**

Ensures compliance with all processes, procedures and directives pertaining to paratransit and fixed-route systems that affect paratransit customers.

Reports any safety issue or concern immediately, whether in the office or in the field.

Supports and executes the Department of Access Services (ACCS) business plan as it relates to the execution of the Authority Strategic plan.

Ensures that all eligibility determinations for MetroAccess are processed accurately and within 21 days or less from receipt of completed application, in accordance with the American with Disabilities Act (ADA) (49 CFR); and with WMATA, ACCS, and ELIG policies and procedures.

Ensures applicants who meet the guidelines of the ADA are determined eligible for the appropriate level of paratransit service.

Determines eligibility for the Reduced Fare Program for People with Disabilities, ensuring applicants meeting program guidelines are found eligible.

Works with leadership and colleagues to refine processes and procedures to achieve greater efficiency and cost effectiveness.

Provides excellent customer service to internal and external customers at all times.

Works closely with colleagues, customers and community to market and promote Metro's travel training program.

Processes applications expeditiously from customers interested in travel training.

Conducts an assessment of the travel skills and goals of people with disabilities and senior citizens through interviews and observations.

Plans and implements individualized and group travel instruction based upon an assessment according to the customer's travel needs and requests.

During travel training, instruct 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 Metro system orientation;

After travel training, contacts customers to determine outcomes and ensure success.

Maintains the Metro system orientation database, and prepares written summary reports and effective documentation and metrics of travel training efforts.

Ensures implementation of Train-the-Trainer Workshops for travel trainers and orientation and mobility specialists throughout the Washington, D.C. metropolitan region.

Oversees the implementation of the Metro certification program for travel trainers and orientation and mobility specialists.

Establishes and maintains collaborative relationships with disability and senior citizen service providers, school systems and social service agencies throughout the Washington, D.C. Metropolitan region.

Plans community outreach initiatives that support Authority objectives and management priorities related to services and programs for people with disabilities and senior citizens.

Develops programs and resources that enhance customer service and provides information for people with disabilities and senior citizens about accessible transportation options within the Washington, D.C. metropolitan region.

Conducts community outreach through meetings, briefings, forums, displays, presentations and special events with disability and senior citizens service and advocacy organizations, school systems, and social service agencies throughout the region to focus attention on Authority programs and services as they relate to customers with disabilities and senior citizens.

The above duties and responsibilities are not intended to limit specific duties and responsibilities of any particular position. It is not intended to limit in any way the right of supervisors to assign, direct and control the work of employees under their supervision.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of the Americans with Disabilities Act as it pertains to para-transit eligibility.

Thorough knowledge of the programs, services and activities of the Authority and its policies and procedures related to accessible public transportation for people with disabilities.

Thorough knowledge of all Metrobus and Metrorail accessibility and safety features and equipment.

Extensive knowledge of bus, rail and paratransit operations, policies, procedures and equipment requirements as defined by the ADA, ADAAG and other applicable federal, state and local laws, regulations and guidelines.

Knowledge of individual and group instructional methods and training techniques for teaching people with disabilities and senior citizens how to travel on public transit.

Ability to balance multiple tasks and projects and to achieve objectives on tight deadlines.

Experience working with disability service or advocacy organizations and people with disabilities and/or experience working with senior citizen service or advocacy organizations and senior citizens.

Ability to make clear presentations and represent the Authority before highly diverse external audiences and groups.

Ability to work independently under general supervision.

Ability to communicate effectively, both orally and in writing.

### **Qualification Requirements**

To be considered for the position, you must meet minimum qualifications. It is, therefore, very important for you to include on your application any education/experience you have had that is described in the minimum qualifications. Incomplete information may delay the assessment process.

### **Qualifications**

#### **MINIMUM QUALIFICATIONS:**

Graduation from an accredited college or university with a Bachelor's Degree in Special Education, Rehabilitation Counseling, Human Services, Social Work, Psychology, Orientation and Mobility, Recreation Therapy, Occupational Therapy, Physical Therapy, or a related field. Minimum of four (4) years of progressively responsible experience in travel training or orientation and mobility training, preferably in the transportation industry and/or a minimum of three (3) years working in assessing and/or determining benefit eligibility for people with disabilities or senior citizens.

Or, combination of post high school education and a minimum of eight (8) years of progressively responsible experience in travel training or orientation and mobility training, preferably in the transportation industry and/or a minimum of six (6) years working in assessing and/or determining benefit eligibility for people with disabilities or senior citizens.

Current CPR (BLS), AED and first aid training preferred, but not required.

Must successfully pass an extensive criminal background check.

**MEDICAL GROUP:**

Ability to satisfactorily complete the medical examination for this position. The incumbent must be able to perform the essential functions of this position either with or without reasonable accommodations.

**Evaluation Criteria**

Evaluation criteria may include one or more of the following:

1. Education, training and experience
2. Personal interview
3. Medical Examination which may include alcohol and drug screening
4. Performance and attendance record
5. Background Check which may include verification of employment, education, criminal history, and driver's record.

**Closing Statement**

Posted salary ranges and employment offers are subject to any union contract agreements and WMATA salary administration guidelines. The Washington Metropolitan Area Transit Authority is an equal opportunity employer, and encourages applications from minorities, females and persons with disabilities

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