

## Position Description

**Position: Mobility & Transportation Advocate (MTA).** The MTA is a full-time, non-exempt position and subject to the provisions of the Fair Labor Standards Act.

**Reports to: Assistant Director of Getthere**

**General Duties and Responsibilities:** The Mobility and Transportation Advocate (MTA) works in a collaborative team environment to utilize mobility management strategies to improve transportation access, independence, and service coordination. MTAs staff the Getthere Call Center, which is open Monday through Friday from 7am until 7pm, and provide one-on-one transportation case management, education, and assistance to older adults, people with disabilities, and lower-income individuals. MTAs have the opportunity to make a positive impact on the community while building problem solving and critical thinking skills, gaining experience in the health and human services sector, and playing an integral role in the success of dynamic community initiative.

**Specific Responsibilities:** The responsibilities of the Mobility Transportation Advocate (MTA) include, but are not limited to, the following:

- Assist older adults, people with disabilities, and lower-income individuals contacting the Getthere Call Center in need of transportation to health care, food, and employment through comprehensive case management.
- MTAs provide callers with transportation education and strategies, assist with travel planning and scheduling, troubleshoot tricky transportation situations, help callers navigate complex transportation systems, and collaborate with and provide referrals to community partners.
- Enter and maintain accurate records of transportation case management services and activities in Getthere's customer relationship management and data tracking system.
- Attend educational and training opportunities to improve knowledge of mobility management and improve customer service and administrative skills.
- Represent Getthere and the Rural Health Network of South Central New York at meetings and community events as needed.
- Assist with administrative tasks, such as updating the online transportation directory, as requested.
- Support the Rural Health Network as a contributing team member dedicated to collaborating across programs to provide exceptional service to clients, stakeholders, and the larger community.

**Minimum Qualifications:** Getthere is looking for an MTA with the following qualifications to join our growing team:

- Associate's Degree with a focus in health, human services, or a related field, or a combination of education and experience.

- Commitment to helping others, particularly marginalized community members, with an interest in health and wellness, social justice, and/or rural communities.
- Strong customer service skills with a human-centered, respectful approach.
- Excellent verbal and written communication.
- Team player that enjoys collaborating with coworkers.
- Self-starter with a keen attention to detail and desire to tackle problems heads on.
- Experience navigating difficult situations with sensitivity and discretion.
- Knowledge of standard desktop computer programs with the ability to learn Getthere's customer relationship management and data tracking system.
- Provide a Driver's License and agree to an MVR check.
- If appropriate, provide proof of motor vehicle insurance during the onboarding process in order to be reimbursed for mileage.
- All Rural Health Network of South Central New York workers are required to be fully vaccinated against COVID-19, including a booster vaccination.

**Compensation and Benefits:** The Rural Health Network of South Central New York offers competitive health insurance, dental, and vision plans along with vacation, sick, and personal time. A retirement package is available to staff after one year of service. The Rural Health Network and Getthere encourages and promotes professional development and teamwork through staff trainings, gatherings, and opportunities to collaborate within the organization.