

# NEW CASTLE COUNTY GOVERNMENT

Number 0312

Page 1 of 2

## CLASS SPECIFICATION

Date 05/06/09

**Title:** SENIOR SERVICES TRANSPORTATION  
PROGRAM COORDINATOR

Approved: 

GENERAL STATEMENT OF DUTIES: Performs various duties in the coordination of a transportation program for senior citizens; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for the coordination of specialized senior services programs. This employee schedules transportation, recruits volunteer drivers for the program and seeks program funding sources. This employee supervises senior services drivers and volunteers assigned to the transportation program, and the work is performed under general supervision.

### EXAMPLES OF WORK: (Illustrative only)

- Receives and screens telephone calls from individuals or agencies to determine eligibility for service;
- Recruits program volunteers through presentations before civic groups and other organizations and trains volunteers;
- Supervises senior services drivers and volunteers assigned to the transportation program, makes work assignments and evaluates work performance;
- Schedules transportation, volunteers or senior services drivers;
- Provides information and referral for clients or agencies as needed;
- Maintains extensive client and volunteer records;
- Compiles records and statistics and prepares reports relative to the transportation program;
- Performs various public relations activities such as community outreach, media contact and development and distribution of promotional materials;
- Keeps abreast of other volunteer programs and methods;
- Seeks program funding sources and writes proposals for funding;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Some knowledge of social service programs for senior citizens; ability to communicate courteously and effectively, both verbally and in writing; ability to develop and maintain effective working relationships with senior citizens, other agencies, civic groups, and the media; ability to supervise other employees; ability to plan and organize work effectively; ability to understand and carry

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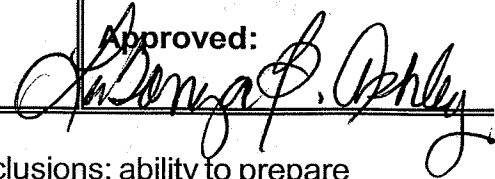
Page 2 of 2

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out complex oral and written instructions; ability to draw valid conclusions; ability to prepare reports and proposals for funding.

**MINIMUM QUALIFICATIONS:** At least one (1) year experience in the coordination of a social service program and/or volunteer program and possession of a high school diploma or GED certificate, supplemented by two (2) years of college level courses in the social or behavioral sciences, education or other related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

**ADDITIONAL REQUIREMENTS:** Ability to pass a Class III County physical examination and a background check and possession of a valid Delaware Class D driver's license or its equivalent.

### HISTORY OF REVISIONS:

Established:	07/01/87
Revised:	03/20/89
Revised:	01/01/91
Revised:	01/01/96
Revised:	04/22/96
Revised:	07/01/97
Revised:	05/01/01
Revised:	05/06/09