SPOKANE TRANSIT
POSITION DESCRIPTION
for
ELIGIBILITY SPECIALIST - PARATRANSIT

NATURE OF WORK
Under direction, implements complementary Paratransit eligibility certification program: reviews applications for Paratransit services to determine eligibility under the guidelines of the Americans with Disabilities Act (ADA); represents Spokane Transit Authority (STA) on eligibility and certification issues and outreach efforts to inform public of available public transit options; acts as STA representative on ADA service eligibility and related issues. Work requires incumbent to exercise judgement and make decisions within the limits of established policies, procedures, and guidelines.

SUPERVISION
Position is under the direct supervision of the Transportation Manager-Paratransit and Vanpool.

ESSENTIAL FUNCTIONS
Process requests and determines eligibility for Spokane Transit ADA Paratransit service. Process requests for information for ADA Paratransit service received via telephone, fax, computer, mail or in-person; provide technical and sensitive information to applicants, caregivers, and patient advocates within the proper scope of authority and follow Health Insurance Portability and Accountability Act (HIPAA) guidelines.

Example of Duties
Develop and implement Paratransit eligibility screening process including review of new and recertification of existing Paratransit eligibility applications; determine whether information provided is sufficient to determine eligibility, or identify additional information required to determine eligibility (i.e., In-Person Assessment, Functional Assessment of Cognitive Transit Skills, questionnaires, Medical Consultant).

Ensure that eligibility decisions consistently follow established policy and procedure guidelines.
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Coordinates with third party contractors who conducts In-Person and Transit Skills Assessments or gathers more information from medical/mental health providers.

Make determination of ADA Paratransit eligibility within established timeframes upon receipt of completed applications; inform applicants of the eligibility decision and of the formal appeal process; issue Paratransit ADA cards and rider handbooks to qualified applicants.

Reviews, documents, and records pertinent eligibility information gathered from applicant, caregiver, employer and medical professional(s) during eligibility screening process.

Identify and refer applications which do not meet eligibility criteria or who received a more restricted level of service, to Transportation Manager for review.

Performs clerical and general administrative duties, as needed, for the Transportation Manager and the Division.

**Example of Duties**

Process eligibility applications in a timely manner, geocode and enter into a computerized eligibility database; update computerized data; revise information and prepare monthly/annual eligibility activity.

Write functional area workflow procedures as needed.

Coordinates the creation or updates to written customer information such as boundary maps, brochures, and our rider handbook.

Develop and maintain form letters and mail as appropriate to communicate effectively with the public on matters pertaining to eligibility.

Maintain appropriate and adequate supplies, eligibility materials and packets for applicants and for meetings and mailings.

Ensure customer database is accurate and current and coordinates the archiving of inactive customers (computer and paper files) on a regular and ongoing basis.

Assists with ADA coordination-related activities, maintaining appropriate files and project timelines.
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Prepare periodic and special narratives and statistical reports on eligibility trends for Paratransit services.

Provide contract over-site of medical consultation services such as invoice reviews and budget monitoring.

Gathers information and documents as it pertains to state and federal audits.

Act as a liaison with the Ombudsperson to support eligibility appeals, refer applicants for mobility training and educate the public on transportation options available.

Example of Duties

Interface and provide outreaches to users and the general public and provide prompt and courteous response to public inquires for system operation information.

Provide technical and sensitive information to applicants, caregivers, and patient advocates within the proper scope of authority.

Function as onsite department contact with mobility training and IPA contractor.

Provides education related to a variety of conditional eligibilities.

Perform, with or without reasonable accommodation, the above and other related duties and responsibilities, as assigned.

Example of Duties

Maintain regular attendance to assure efficient and effective performance of job duties.

Must be punctual, reliable and maintain regular attendance in order to contribute individually to the efficient and effective delivery of transportation service to the general public.

Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties and training as dictated by their Supervisor and/or Spokane Transit.
MINIMUM REQUIREMENTS

Training and Experience: Four years of college level work in, Occupational, Physical or Recreational Therapy, Social Service, Education, or a related field and two years of related work experience which involved customer relations, public contact and automated computer experience, or an equivalent combination of education and related work experience which clearly demonstrates the incumbent’s ability to assume the responsibilities of the position. Experience working in a medical or social service environment or working with individuals with disabilities; medical terminology; knowledge of disability issues, knowledge of ADA legislation and other regulations governing public environments preferred. Additional related experience may be substituted for the educational requirement on a year for year basis.

License: Valid driver's license from the state of residence, due to the occasional use of company vehicles.

Physical Capabilities: The physical activity of the position requires the ability to stoop, reach, finger and talk.

Must be able to hear well enough, with or without correction, to receive detailed information through oral communications or the use of a telephone and have visual acuity to determine color, depth and field of vision.

Must be able to exert up to 20 pounds of force occasionally and/or a negligible amount of force constantly, to move objects.

Perform repetitive motions of wrist, hands and/or fingers.

Computer Skills: Computer skills required. Experience in Microsoft Windows, Trapeze Routing and Scheduling software preferred.
SELECTION FACTORS

Knowledge of ADA legislation, regulations and requirements as they relate to public transportation, disabilities and their functional abilities. General knowledge of principles and practices of rehabilitation and vocational training, issues related to the transportation needs of the disabled and available resources, data gathering and analysis techniques.

Ability to rapidly learn the activities, policies and procedures of Fixed Route transit operations and Paratransit services, and all applicable local, state and federal laws and regulations.

Ability to exhibit professionalism, diplomacy, and to be sensitive to the needs and perspectives of persons with disabilities and the ability to maintain confidentiality and discretion on matters pertaining to the applicant’s disability and medical history in accordance with state and federal guidelines.

Ability to manage complex records, compose and understand complex and detailed correspondence and technical reports, and to perform all duties and responsibilities with a minimum of supervision.

Ability to develop a general knowledge of disability issues, policies and equipment relating to accessible transit services. Ability to establish and maintain good public and employee relations and induce cooperation in complex organizational relations.

Ability to make decisions, assume responsibility, and to analyze and solve problems with minimum of direction.

Ability to self-direct and to manage multiple priorities.

Ability to write clear, concise and accurate reports containing both written and numeric expressions; the ability to communicate effectively both in oral and written forms; and the ability to effectively work in a team environment and work with other employees, supervisory personnel and the general public.

Proven abilities to perform large volume of work needed in a fast-paced work environment.

Considerable knowledge of automated computer systems, including database management, modern office practices, procedures and machines.

Ability to handle stress and continue to perform all duties with efficiency in a courteous, responsible and timely manner.
WAGE

As provided for Eligibility Specialist in the labor agreement with AFSCME 3939.

AA/EEO

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation or veteran status.

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

____________________________________
Employee Name Printed

____________________________________
Employee Signature

Date

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