



<b>Job Title:</b>	Client Advocate	<b>Reports to:</b>	Mobility Management Coordinator
<b>FLSA Status:</b>	Part-Time	<b>Department:</b>	Mobility Management
<b>Salary Grade:</b>	\$10.00 an hour	<b>Location:</b>	Varies

**Job Summary:** The role of a Client Advocate is to improve the quality of rides for STAR Transit clients through communication and assistance. The Client Advocate will be available to assist clients who have been identified as needing door-to-door assistance to ensure they arrive safely to their destination. Client Advocates also serve as travel trainers. They teach the skills necessary to navigate public transit in a safe and independent manner. The instruction is personalized and taught with the customer's needs, abilities, and specific travel plans in mind.

**Responsibilities include:**

- Accompany clients to medical appointments.
- Understand the transit system as a whole.
- Assist clients with a variety of mobility aides.
- Carry bags and other items as needed by clients.
- Be able to help locate doctor's offices.
- Fill out paperwork for client when necessary.
- Conduct various types of outreach such as attending health fairs.
- Teach the skills necessary to navigate public transit.
- Maintain commitment and core values.
- Be physically fit to lift, bend, push or pull as needed.
- Represent STAR Transit in the most ethical manner possible to maintain its highest operational standards.
- Perform any additional duties required by Management.

**Education and/or Experience**

High School Diploma or equivalent

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Skills**

Ability to read, write and communicate effectively with manager and clients.

**Mathematical Skills**

Ability to apply concepts of basic math.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Other Skills and Abilities**

- Must be able to work a flexible work schedule. Days and hours will vary.
- Prior work with elderly, customer service, nursing, CNA or healthcare in general. (Helpful but not required).

### **Other Qualifications**

- Must be able to pass a background check.
- Comply with all standards and requirements of STAR Transit's Sexual Harassment Policy, and Accident Prevention Plan.
- Knowledge of the geographical area(s) in which STAR Transit operates.
- Successfully complete an approved passenger assistance techniques training course.
- Successfully complete an approved First Aid/CPR course.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above is not to be construed as an exhaustive statement of duties, responsibilities or requirements. I have read the above position description and understand the duties and responsibilities of the position.

STAR Transit is an Equal Opportunity Employer and shall provide equal employment opportunity to its staff, potential employees, and applicants for employment on the basis of fitness and merit without regard to race, color, religion, national origin, political affiliation, sex (including gender identity and sexual orientation), age, genetic information, disability, veteran status, or other protected class.