

OFFICE OF HUMAN RESOURCES  
**TOWN OF NORWELL**  
345 Main Street, Norwell, MA 02061  
TEL: 781-659-8060 Email: bchilds@townofnorwell.net

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**COUNCIL ON AGING SUBSTITUTE / ON CALL VAN DRIVER OPPORTUNITY EFFECTIVE IMMEDIATELY**

**Posting Date: October 18, 2023**

<b>Position:</b>	<b>Substitute COA Van Driver (On Call)</b>	<b>Reports To:</b>	Council on Aging Director
<b>Department:</b>	Council on Aging	<b>Benefits:</b>	Not Eligible
<b>Grade:</b>	Not Applicable	<b>Affiliation:</b>	Personnel Bylaw
<b>Hourly Pay Rate:</b>	\$18.000 per hour	<b>FSLA Status:</b>	Non-Exempt
<b>Work Hours:</b>	On call/as needed basis; must be available to work weekdays during COA hours – no weekends required		

**APPLICATION PROCESS / DEADLINE**

**Position is open until filled.** Interested individuals should submit a Town of Norwell Application and resume to:

**Email PDF to:** bchilds@townofnorwell.net

**In Person/Mail:** Town Hall Human Resources, 345 Main St.

**JOB SUMMARY**

The Substitute/On Call Van Driver provides safe and courteous van transportation for clients to locations in Norwell and area South shore communities. Operates either of two (2) passenger vans, including a Dodge Minivan and 14-passenger Ford E450. Picks up and discharges passengers. May be required to transport clients with specialized situations, including wheelchair users, oxygen dependent client that may require special handling and/or training, and clients requiring special assistant due to physical and/or mental impairments. Responsible for scheduling and other supportive administrative tasks. Works under the general supervision of the Council on Aging Director.

**ESSENTIAL FUNCTIONS**

*The essential functions are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

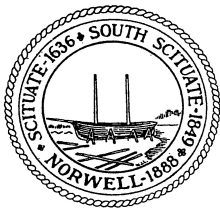
- Operates one of two passenger vans on a set route and pre-determined time schedule.
- Responsible for the safety and security of passengers. Follows road rules, observes posted speed limits, utilizes safety equipment.
- Assists passengers on and off van, as needed. Assists passengers with removing or carrying grocery bags or packages, as needed.
- Verifies that elders have entered their residences; does not enter residences.
- Utilize/operates a mobile communications system when in a parked position only.
- Reports to the Director any concerns or incidents resulting from interactions with passengers.
- Performs daily vehicle check to include gas, tires, oil, battery, fluid levels, seat belts, safety equipment. Maintains interior/exterior. Locks/secures vehicle. Reports issues to Director and coordinates all approved off-site maintenance with an approved vendor.
- Utilizes computer to maintain accurate records of trip mileage, gasoline use, vehicle logs, trip reports, repairs, maintenance and other relevant statistics.
- Assists Council on Aging staff with administrative support tasks to including answering the phones, responding to routine information requests, scheduling transportation appointments, and other related clerical assignments as assigned.
- Performs similar or related work as required or as situations dictate.

**EDUCATION AND EXPERIENCE**

- The minimum education level required is a High School degree or GED Equivalent with one or more years of work experience.
- Experience working with the elderly, operating a passenger van in New England weather, and knowledge of area roads desirable.

**SPECIAL REQUIREMENTS & CERTIFICATIONS**

- Possession of a valid Massachusetts driver's license and provide proof of a safe driving record. Must maintain active driver's license and provide copy of driving record annually as a condition of continued employment.
- CPR/AED/First Aide certifications and training classes in Wheelchair Securement, passenger assistance, and defensive driving techniques will be required as condition of continued employment; Director will schedule all required classes and training.



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#### **KNOWLEDGE, SKILLS, AND REQUIREMENTS**

- Knowledge of the safe operation of motor vehicles. Ability to safely handle emergency situations.
- Ability to work independently with minimal amount of supervision; must be able to follow verbal and written orders, using excellent judgement to successfully complete assignments. Dependability, reliability and a pleasant work attitude is required.
- Ability to exhibit patience, compassion and diplomacy with elders, relatives, service providers and the general public.
- Strong record keeping skills and attention to detail required.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- General working knowledge of the operation of a passenger van.
- Demonstrate excellent customer service and a calm professional demeanor at all times; ability to handle any emergency situation.
- Ability to interact with passengers in a professional, positive, and sensitive manner. Must be patient, tactful and discrete.
- Ability to operate and effectively maneuver a vehicle under various weather conditions while keeping passengers safe.
- Ability to understand and follow both oral and written directions.

#### **PHYSICAL REQUIREMENTS**

- Minimal physical effort required while driving van.
- Moderate to strenuous physical effort may be required in assisting elderly and their belongings in and out of vehicle. Physical requirements include the ability to sit for long periods (while driving or in office) and variable intervals of standing, bending, stooping, pulling, pushing, kneeling and twisting while assisting passengers in and out of vehicle. Employee may be required to move or lift objects weighing up to fifty (50) pounds on a regular basis. Vision and hearing at or correctable to normal ranges.
- Ability to operate wheelchair lift equipment, push a wheelchair, and carry personal possessions and packages.

#### **WORK ENVIRONMENT**

Frequent contact with senior citizens, family members and health care providers. Majority of work is performed in a passenger van on the road; there is exposure to all weather conditions and the general hazards associated with driving. The Van Driver may operate a lift-equipped van with an automatic wheelchair lift and mobile phone. Errors could result in delay or loss of services for elderly citizens, property damage, and personal injury. Administrative work is performed in an office environment, utilizing a computer and other standard office equipment.