



## **PATIENT TRANSPORTATION ASSOCIATE- PART TIME, REMOTE 11.2022**

The Patient Transportation Associate will schedule and monitor Uber and Lyft rides for individuals to non-emergency medical appointments using an online ride dashboard. This is a remote position, approximately 20 hours per week. Occasional in-office time for meetings may be required. A laptop and cell phone to perform work responsibilities will be provided.

### Ideal Candidate

- Interest in assisting individuals with transportation needs.
- Ability to communicate effectively and compassionately with older adults and persons with a disability.
- Ability to work independently and collaborate with others as a member of a team.
- Ability to make decisions and problem solve in real time.
- Familiarity with Hunterdon County, NJ

### Responsibilities

- Process online requests for rides to ensure smooth scheduling of patient rides.
- Communicate with referring Care Coordinators to confirm ride requests (date, time, roundtrip)
- Enter ride request information into online Uber or Lyft dashboard.
- Schedule and activate ride in online dashboard.
- Communicate details of the ride with patient rider via phone (type of vehicle, color, name of driver)
- Communicate with Uber/Lyft drivers by phone as needed
- Monitor ride via online dashboard to ensure that rider is picked up and dropped off at appointment location.
- Communicate with patient at the conclusion of return trip to ensure that patient is safely back at home.

### Requirements, Knowledge, Skills, and Abilities

- High School Diploma
- Ability to use online Uber/Lyft software programs, dashboards, Patient Ride Portal and Google email.
- Ability to speak on telephone.
- Proficiency with Microsoft Word
- Reliable home internet connection.
- Ability to work independently and with others in an effective manner.
- Background check and fingerprinting (reimbursement for fee provided by goHunterdon).

### Location

- Remote/home office

### Compensation/Benefits

- Range \$18-22 per hour. Specific compensation will be discussed with qualified applicants.

Apply online. <https://www.gohunterdon.org/about-us/job-postings>