



## Position Available: Community Transportation Liaison

The Community Living Campaign (CLC) is seeking a motivated individual to be part of an innovative pilot project at two San Francisco neighborhood health clinics to assist patients overcome transportation barriers that impact their ability to get health and wellness services.

The project is a collaborative effort between the San Francisco Municipal Transportation Authority and its Paratransit program, the Department of Public Health, and the Community Living Campaign (see more information about partners below.)

It is part of a 3 year pilot program and the liaison will play an important role in helping shape and evaluate the program as part of a strong team. The goal is to create a program that is replicable in other health clinics and community sites. The Transportation Liaisons (two will be hired initially) will work with patients who attend public health clinics in the Potrero Hill and Bayview-Hunter's Point neighborhoods to provide comprehensive and individualized transportation information and referrals. Patients who demonstrate difficulty reaching healthcare appointments and services will be identified by clinic staff and referred to the Transportation Liaison. The Liaison will then engage in conversations and evaluation with patients (both in-person and over the phone) to assess patient mobility barriers and connect them to the transportation resources that best meet their trip needs.

The Liaison positions will be hired as a part of CLC's SF ReServe Program and are open to seniors 60 and older or adults with disabilities. The persons hired will be provided initial and on-going training and support and will first be stationed on-site at the Potrero Hill Health Clinic at 1040 Wisconsin St.

### RESPONSIBILITIES INCLUDE:

- Guiding conversations (utilizing a tool to be developed jointly by DPH and SFMTA staff) and refer individuals, based on their trip needs, to the appropriate transportation service options, such as Muni, travel training, ADA Paratransit, Shop-a-Round, and Van Gogh
- Working with patients to complete applications for existing transportation services and benefits that require enrollment (SF Paratransit programs, Senior Clipper Card or RTC card, Free Muni, etc.)

- Identifying and enrolling individuals who require additional support in a new project related Paratransit Plus service, with the goal of connecting them to transportation to health services
- Conducting follow-up assessments with patients using survey tool developed jointly by SFMTA and DPH
- Providing feedback to SFMTA and SF Paratransit regarding key needs identified by public health patients and staff
- Conduct basic intake and maintain records
- Conduct in-person and phone interactions

## **EXPERIENCE, SKILLS AND KNOWLEDGE REQUIRED**

General knowledge of current transportation network for older adults and individuals with disabilities in San Francisco (Individual will receive in-depth training on all services and policies).

- Previous experience working with older adults and adults with disabilities required.
- Must be customer focused and have good listening, thinking and communication skills.
- Proactive and dedicated self-starter able to work both independently and collaboratively
- Highly discreet and able to handle sensitive information and maintain patient confidentiality.
- Ability to handle difficult situations with patience and good judgement.
- Proven skills and capability interacting with diverse groups of people in an organized, sensitive, caring and understanding manner.
- Basic computer skills and data entry required (additional training will also be provided)
- Self-starter, detail-oriented and efficient.
- Friendly and cooperative work style.
- Ability to work in and foster a diverse, inclusive work and program environment.
- Bilingual skills in Spanish and Cantonese a plus, but not required.

**BENEFICIAL, BUT NOT REQUIRED:** Access to work in the Bayview area as the program expands.

## **MORE ABOUT THE PROJECT PARTNERS**

The San Francisco Municipal Transportation Agency (SFMTA) is responsible for the management of all ground transportation in San Francisco. The Agency also oversees Paratransit service for those unable to use fixed-route transit services, regulates the taxi industry, manages the City's bicycle network, and oversees on- and off-street public parking spaces. SF Paratransit is a van and taxi program for people unable to independently use public transit because of a disability or disabling health condition.

The San Francisco Public Health Department has done extensive research on the transportation challenges facing patients in San Francisco and how it impacts their health outcomes. The Potrero Hill and Southeast Community Health Centers are the initial sites for this pilot and will support the data collection and analysis with the Transportation Liaison as part of the team.

The Community Living Campaign (CLC) is a San Francisco-based non-profit that works with seniors and adults with disabilities to help them age and thrive in their own homes and communities. We developed the SF ReServe Program to recruit, place and support individuals with experience and a desire to serve their community with local non-profit organizations.



## COMPENSATION AND HOW TO APPLY

The Community Living Campaign will be filling 1 - 2 positions through its SF ReServe Program with the intended start date as September 2, 2019. These are part-time employee positions (approximately 30 or 15 hours per week) at a rate of \$16.50 per hour. The positions are open to San Francisco residents and those 60 and older or adults with disabilities. Interested candidates should send cover letter and resume via email to [jobs@sfcommunityliving.org](mailto:jobs@sfcommunityliving.org) or mail to Hiring Committee, Community Living Campaign, 1663 Mission Street, Suite 525, San Francisco, CA 94103.