

## JOB DESCRIPTION TRANSPORTATION SERVICES ADVOCATE

### **Background:**

CARIE, the Center for Advocacy for the Rights and Interests of the Elderly, is a non-profit organization based in Philadelphia, dedicated to improving the quality of life of older adults. CARIE was founded in 1977, primarily as an advocacy organization for the frail elderly. Its initial program, the "CARIE LINE," quickly became recognized throughout the region as a resource for a wide range of individuals and institutions seeking to resolve elder care issues. Today, the agency's telephone consultation service is just one aspect of a coordinated array of programs.

### **Position:**

This full time position within the CARIE LINE requires an individual who works well on the phone and who can help older adults and those who care for them. The individual must be able to address problems relating to transportation issues and other issues handled by CARIE LINE. Public speaking, outreach activities, and resource development are among the other tasks involved with this position. Bilingual/bicultural background helpful. Reports to the CARIE LINE Supervisor.

### **Duties and Responsibilities:**

#### **Direct Service:**

- Investigate and resolve transportation related complaints and concerns of the elderly, their families, professionals working with them, and others who are involved with caring for their well-being; follow-up on all complaints, requests, etc. as necessary.
- Intervene with SEPTA CCT Connect management, staff, and subcontractors on behalf of older riders.
- Educate callers about transportation services available to older adults, particularly educating them about navigating the Shared Ride Program system.
- Update and maintain the CARIE LINE resource files.
- Maintain client logs and enter client information into the database.
- Assist in collecting information needed to complete outcomes measurement.
- Prepare monthly reports regarding transportation complaints.
- Make home or site visits when appropriate to facilitate problem resolution

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A United Way Agency

**Advocacy:**

- Attend Philadelphia Shared Ride Program Advisory Council Meetings, PCA quarterly Shared Ride meetings, and other transportation related meetings as assigned.
- Review public policy affecting transportation services for older adults.
- Help identify potential advocacy issues, assist in developing position papers including case studies.
- Identify potential community resources and develop those relationships.

**Education/Training:**

- Present seminars and workshops to seniors, caregivers, professionals, and gatekeepers.
- Assist in the development of educational brochures, materials, and public service announcements (PSAs).
- Schedule, publicize and facilitate “town meetings” in Philadelphia County to provide an opportunity for “random riders” to voice their concerns to PCA and CCT management.

**Other:**

- Assist in developing, disseminating, compiling, and analyzing surveys of non-sponsored/random riders
- Work with transportation department staff of Philadelphia Corporation for Aging.
- Review literature and articles on a regular basis to stay current on long term care issues.
- Must be able to operate office equipment including but not limited to computer, telephone, fax, copier; move freely around the office; sit or stand at a desk and telephone for long periods of time; communicate in person, and over the telephone, with individuals and groups.
- This position will require occasional work outside of normal office hours.
- Some lifting of 10-20 pounds may be necessary.
- Attend staff meetings, appropriate community meetings and training.
- Other related duties as assigned.

***Educational Requirements:***

- MSW or related degree and at least one year of experience. Bachelors’ degree with additional experience will be considered.

***Experience/Skill Requirements:***

- Experience in and/or knowledge of aging policy, resources for older persons and their caregivers, and the long-term care system.
- Experience in negotiating or resolving problems.
- Excellent verbal and written communication skills.
- Public speaking/training expertise.
- Experience in coordinating meetings or trainings.

***Salary:***

- Competitive salary/excellent benefits/travel reimbursement.

Please email cover letter and resume to:  
Karen Chenoweth CARIE LINE Supervisor  
[chenoweth@carie.org](mailto:chenoweth@carie.org)

**No calls please.**

CARIE is an Equal Opportunity Employer.

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