

The United Planning Organization (UPO) is the designated Community Action Agency for Washington, District of Columbia, and has served the residents of the District since 1962. Our **Vision** for the future is “UPO’s Washington: A city of thriving communities and self-sufficient residents”; our **Mission** is “Uniting People with Opportunities.”

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all of our vacancies and to learn more about our company and services.

POSITION:	ADA Driver/Outreach Workers –
PROGRAM/DIVISION:	Shelter Hotline Program/ Community Health Division
BULLETIN No:	11052020
HOURLY RATE:	\$19.00 per hour
OPENING DATE:	January 24, 2023
CLOSING DATE:	Open until filled
FIRST SOURCE:	N/A

MAJOR DUTIES:

The Shelter Hotline Program transports clients to various shelters and other program designated locations 365 days per year, 18-24 hours per day. The ADA Driver/Outreach Worker will transport homeless clients in need of wheelchair accessibility to and from scheduled and approved destinations along assigned routes and/or designated point to point service destinations.

ADA Driver/Outreach workers operate UPO Shelter Hotline vehicles to transport clients along assigned routes and/or designated point to point service destinations. Provide outreach and transportation to available shelters in the DC area for homeless adults and families. Canvas the city streets looking for homeless, at-risk clients needing assistance with transportation and/or comfort items. Communicate with hotline dispatcher via two-way radio regarding acquiring resources to assist persons identified as at-risk. Render services to combat hazards due to inclement weather. Work closely

**DRIVER/OUTREACH WORKERS
NEEDED!**

The Shelter Hotline Program (SHL) transports clients to various shelters and other program- designated locations 365 days per year, 18-24 hours per day. SHL is seeking energetic and experienced driver/outreach workers to join our unique team of individuals who transport homeless clients from the streets of Washington, DC to various shelters, programs and other approved locations throughout the Washington, DC area. We need drivers who are self-starters and able to work in a fast paced, ever-changing environment. Drivers must be able to get in and out of the assigned vehicles in all types of weather conditions to search for clients needing transportation and comfort items. They must be team players who are able to work cooperatively with co-workers as well as able to work independently with minimal supervision. Must have compassion and empathy, the ability to work with diverse populations, and be problem solvers. Drivers will be expected to have a vast knowledge of the Washington, DC area and be able to navigate throughout the city. Drivers must have professional oral and written communication skills. Excellent customer service and interpersonal skills are a must. The ideal candidates will need to have the right complement of knowledge, interpersonal skills and abilities to work with our dynamic team.

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ADA Driver/Outreach Workers
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with the Comprehensive Psychiatric Emergency Program (CPEP), DC Fire and Police Departments in facilitating clients off the streets and into shelters. Ensure passengers are properly seated and given proper safety instructions to be observed while in the vehicle. Assist with the delivery of packages, documents, and parcels, distribution of blankets, cots, hot/cold drinks and food.

MINIMUM QUALIFICATIONS:

High school diploma or GED. Two years of experience operating a 15-passenger vehicle. Must possess a current Class D driver's license. DOT card/certification. Current five (5) year driving record cannot exceed more than two points.

Must be able to work a varied schedule, including nights, holidays and weekends, and drive during all types of weather. Must have strong comprehensive geographic knowledge of Washington, DC in order to effectively navigate the streets and neighborhoods. Must be able to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds.

Ability to effectively use or learn to use Microsoft Office programs (specifically, Outlook and Word) and use electronic time-keeping program. Possess effective organizational and professional communication skills, both written and verbal. Ability to prepare written reports as required. Possess the abilities to work well under extreme pressure. Ability to work effectively both independently and in team environments.

DESIRED QUALIFICATIONS:

First-Aid & CPR certification. Bilingual/Spanish.

OTHER REQUIREMENTS:

In the event that an offer is extended, the candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, as well as pre-employment drug screening, as applicable for the position.

This is a Safety Sensitive position subject to mandatory random drug and alcohol testing.

Additionally, this position requires the incumbent to submit to yearly tuberculosis testing.

This position *IS NOT* in the collective bargaining unit of the CWA Union.

NOTE: This position requires a recent driving record with no more than two (2) points.

TB test must be presented upon date of hire.

In accordance with the Mayor's Order (see reference below), every UPO employee, except for those with a medical or religious exemption, must be vaccinated by September 19, 2021. UPO abides by the requirements of all Mayor's Orders regarding COVID-19 Vaccinations; the Orders relate to the program under which you will work. **Mayor's Order 2021-099 - COVID-19 Vaccination Certification Requirement for District Government Employees, Contractors, Interns, and Grantees**

ALL VISITORS TO UPO FACILITIES

- **Must Wear a Mask While on UPO Premises;**
- **Must Practice Social Distancing; and,**
- **Will Be Subject to Temperature Scanning Upon Entering UPO Facilities**

To be considered for this position:

Submit your resume AND driving record on the Career Center Online. [Apply Here](#)

Resumes submitted without driving records will not be reviewed.