



**Job Title:** Van Driver/Recovery Advocate  
**Department:** Operations  
**Reports To:** Director of Operations and Quality Management  
**FLSA Status:** Non-Exempt  
**Prepared by:** Insperity (th) **Date:** 1/11/06

**Position Summary:** Under general supervision, the Van Driver is primarily responsible for transporting clients. Van Drivers are also responsible for supply pickups, general vehicle cleanliness and routine maintenance. Van Drivers may perform duties of a Recovery Advocate.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Transports clients to required appointments, community service providers and medical assistance.
- Ensures vehicle is operating properly by maintaining sufficient fuel levels and adhering to established service schedules with the designated station. Submits all receipts to supervisor following each shift.
- Maintains reports on vehicle maintenance and mileage and ensures vehicle mileage is documented following each use.
- Uses vehicle to conduct Santa Maria Hostel's business as directed.
- Reports all accidents immediately. Completes accident reports while at scene of the accident and secures complete information on all parties involved. Forwards accident reports to the Director of Operations and Quality Management, Human Resources and the Chief Financial Officer.
- Ensures the safety of clients while in transport and observes all federal, state and local laws at all times.

***Residential Recovery Advocate Responsibilities***

- Maintains overall security and operational control of the assigned facility.
- Maintains chronological written records of events that occur during the shift.
- Monitors client movements inside and outside the facility.
- Controls contraband in facility through general observation, facility and client searches.
- Ensures facility cleanliness by assigning and monitoring client work, morning duties and extra duty assignments.
- Observes client behavior and reports to the Lead Recovery Advocate or Recovery Advocates' Supervisor in a timely manner, any situations that are irregular or exceptional.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Competencies:** To perform the job successfully, an individual should demonstrate the following:

**Communications** – Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods.

**Conflict Resolution** – Encourages open communications. Confronts difficult situations. Maintains objectivity. Keeps emotions under control. Uses negotiation skills to resolve conflict.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Education/Experience:**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Previous experience in a residential setting preferred.

**Language Ability:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

Basic working knowledge of Microsoft Office (Word, Excel, Outlook, and Internet Explorer).

**Certificates and Licenses:**

Valid Texas Driver's License with proof of eligible insurance; CPR and Infant CPR certifications; current First Aid certification and current PMAB training required.

**Approval Requirements:**

Position requires approval from BOP to work with federal clients, if applicable. Also requires approval from TDCJ to work in TDCJ-funded programs, if applicable.

**Supervisory Responsibilities:**

Not applicable

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals and outside weather conditions. The noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to sit and use hands to finger, handle or feel. The employee is occasionally required to stand; walk, reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities include: close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.**

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**ACKNOWLEDGED: Supervisor / Manager Signature**                      **Date**

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**ACKNOWLEDGED: Employee Signature**                                      **Date**

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**PRINT: Employee Name**