



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

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POSITION DESCRIPTION BEHAVIORAL HEALTH PATIENT TRANSPORTER

Reports To: Behavioral Health Director
FLSA Status: Full-Time
Revision Date: December 16, 2025

Prepared By: Human Resources
Salary Grade: \$21.00/hour
Board Approval: December 30, 2025

Position Summary:

The Patient Transporter serves as a representative, transporter, and courier for the Behavioral Health Program, providing transportation services to eligible patients in accordance with established transportation policies and procedures. This position is responsible for ensuring the safety, health, and overall welfare of patients at all times during transport, from point of pick-up through delivery to the Behavioral Health Center, an authorized behavioral health provider, or the patient's residence. The Patient Transporter must demonstrate strong communication skills and the ability to establish and maintain respectful, supportive rapport with patients and their families. This role requires cultural sensitivity and responsiveness to the needs of the Indian community, including respect for its cultures, traditions, and values. The Patient Transporter is expected to be familiar with and support the mission, goals, and objectives of Tule River Indian Health Center, Inc., and to demonstrate a genuine commitment to the success of the organization and the patients it serves.

Essential Duties and Responsibilities:

1. Must be able to abide by and effectively communicate the transportation policy of the TRIHCI to others and to screen for eligibility for transportation.
2. Provides limited courier services for medication delivery (Reservation only), clinic message delivery, and limited transportation of clients to needed medical appointments assigned by the behavioral health director.
3. Answer telephone, take messages, and schedule transportation for eligible patients according to the current transportation policy of the Tule River Indian Health Center, Inc.
4. Provide urgent transportation services as needed. Urgent means an acute or serious illness/injury that is not life threatening.
5. In conjunction with the Behavioral Health Director, the Patient Transporter may call for appropriate level of care and if determined to be an emergent need, 911 shall be called to assist with transport by EMT service.
6. Cooperate with other professional and ancillary health program staff and assist as needed/assigned in other departments to facilitate a team approach to health care delivery.
7. Provide First Aid/CPR (BLS level) to patients/clients as may be needed and necessary.
8. Records all scheduled transport in the transportation appointment book/log and maintains the book/log to reflect up-to-date activity and resolve any conflicts in scheduling.
9. Must be willing and able to work flexible hours as may be necessitated by schedule medical/dental appointments and distant transports, and community awareness events.
10. Must be willing to drive long distances and be confident/competent in driving to and around large metropolitan areas (e.g. San Francisco, Los Angeles, Fresno, etc.)
11. Opens necessary gates and removes other barriers to access an elder, ill and/or handicapped person's residence so that person may be picked up. If a situation that requires barrier removal is determined to be unsafe, the Patient Transporter shall not be required to do barrier removal.

12. Maintains vehicle log, maintenance schedules, and works in conjunction with the fiscal department to assure routing maintenance and safe operation of vehicles.
13. Participate in all required staff meetings.
14. Perform other duties as assigned.

Additional Responsibilities may include:

1. Participate in all required staff meetings.
 2. Perform other duties as assigned.
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Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skills, and/or abilities required. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Knowledge, Skills, and Abilities

1. Knowledge of safety regulations as they apply to a clinical setting.
2. Knowledge of tracking, reporting, and maintaining transportation compliance.
3. Ability to provide an update DMV printout upon request
4. Ability to make sure vehicle is in compliance with Department of Motor Vehicles and ability to maintain vehicle cleanliness and track vehicle maintenance log.
5. Must abide by vehicle policies and procedures and report vehicle incidents to immediate supervisor in a timely manner.
6. Ability to maintain absolute confidentiality regarding patients per HIPAA and TRIHCI policies. Maintain confidentiality in the workplace and when transporting patients.
7. Ability to demonstrate strong interpersonal skills and the ability to interact effectively with a variety of individuals.
8. Ability to maintain accurate records and preparing clear and accurate reports for informational, auditing and operational use, including capacities for attention to detail and for reviewing and verifying accuracy of date.
9. Possess good communication skills, be able to effectively communicate with diverse populations, and be willing to convey responsibilities to patients.
10. Knowledge of medical/healthcare terminology preferred.
11. Must be able to multitask and possess experience in scheduling patients for transport.
12. Ability to perform physically demanding tasks on a regular basis.
13. Ability to provide a drug & alcohol-free workplace (zero tolerance). Must pass pre-employment drug & alcohol test, pre-employment physical, and background check.
14. Ability to work flexible hours as needed.
15. Ability to demonstrate basic levels of computer literacy, with a functional understanding of Microsoft Windows Operating Systems in an office setting.
16. Ability to work independently in carrying out assignments while remaining reliable and dependable.
17. Ability to read/write and comprehend simple instructions, short correspondence, and memos.
18. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
19. Ability to deal with problems involving a few concrete variables in standardized situations, i.e. changes in scheduling.
20. Skills of dependability and punctuality in carrying out work assignments.

Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25, US Code, Sections 472 & 473). Applicants claiming Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Indian heritage.

Education and/or Experience

1. High school diploma or general education degree (GED); or
2. 2 years or more related experience and/or training; or
3. Equivalent combination of education and experience.
4. One (1) year prior experience in a health care setting is also required.
5. Familiar with entering data into a healthcare database program (EHR), including the TMAA Program (California Tribal Medi-Cal Administrative Activities) in order to be reimbursed by the State.

Certificates, Licenses, Registrations

1. Possess a valid California Driver's License and be insurable with the Tule River Indian Health Center, Inc. insurance agency.
2. Possess valid First Aid/CPR certification at the BCLS level or obtain within 3 months of hire.

Preferred Qualifications and Contingencies

1. Ability to operate a company vehicle and ability to provide an updated DMV printout and an endorsement certificate upon hire.
2. Advanced or specific training or experience in healthcare transportation functions is preferred.
3. One (1) to three (3) years related experience is also preferred.
4. Must pass COVID-19 screening.

TRIHCI maintains a drug- and alcohol-free workplace, and all offers of employment are contingent on the successful completion of a criminal background check, a post-offer drug test and physical, and verification of each candidate's right to work in the United States.

Physical Work Environment: *The description provided here is representative of those conditions in which the Patient Transporter will be required to perform the essential functions of this position. As stated earlier, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

While performing the duties of this position, the Patient Transporter is situated in a standard office environment within the behavioral health department, as well as in a vehicle to travel through the community; there is little or no exposure to variations in the weather or other similar elements. The Patient Transporter will primarily be stationed in the behavioral health department, in the community or on transport but will also move about the health center to meet with physicians, patients, and co-workers. Consequently, the Patient Transporter must:

1. While performing the duties of this Job, the employee is regularly required to sit for long periods during transporting.
2. Ability to work in local weather conditions, assignments will vary from interior and exterior work.
3. Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time).
4. Possess the ability to use standard office equipment to write, type, copy, fax, or perform other duties.
5. Possess the strength to lift/move and carry supplies weighing up to 35 lbs. repeatedly and up to 50 lbs. intermittently.
6. Possess the visual acuity to read printed materials, computer screen and able to visualize during night time.
7. Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required.
8. Possess the ability to drive for extended periods of time.

The clinical setting at TRIHCI is categorized by OSHA as a Blood-borne Pathogen Category I facility. Consequently, there exists the potential for exposure to blood, body fluid/tissue, and infectious wastes. There also exists the potential for exposure to chemicals, biologicals, toxicants, and irradiants found on-site.

Disclaimer:

This position description lists the major duties and requirements for the Patient Transporter. position as established by subject-matter experts and the Human Resources Manager at the time of this document's creation. This position may require additional performance of duties and responsibilities beyond those outlined in this document, and thus may require additional sets of knowledge, skills, and abilities not fully articulated herein.

Employee Affirmation:

I have thoroughly read the attached position description for the position of the Patient Transporter. Any verbal explanations that I have requested concerning the information in this position description have been provided me to my satisfaction. I subsequently affirm that I am qualified to occupy this position with TRIHCI and I agree to perform the duties and responsibilities outlined therein.

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| Employee Name (Print) |
| Employee Signature |
| Date |