



Location: **Amplify, Inc. – Way to Go Program**

Position Title: **Mobility Manager**

Amplify's mission is *to strengthen the ability of the region to assess needs, develop plans, and advocate for strategies and resources to advance healthy communities*. The organization works across the lifespan to ensure that the best prevention, treatment, and recovery supports are available to everyone.

Amplify serves the North Central Region of Connecticut and leads efforts that support planning, education, prevention and promotion of behavioral health, and advocacy to address behavioral health needs and services for children and adults. Areas of focus include opioid response, suicide prevention, substance misuse, problem gambling, and mental health.

The Way to Go Program is a Federal Transit Administration and CT Department of Transportation grant funded function that promotes coordination and marketing of transportation options for seniors/older adults, people with disabilities, and veterans in North Central Connecticut.

Job Description:

Coordination and Outreach:

- Coordinates with local transportation providers; develops and distributes transportation resources to guide individuals with options available in their communities.
- Maintains a resource guide to provide detailed information per town (contact information, routes and operating schedule, fares).
- Provides outreach, information, and education to organizations that serve people with disabilities, seniors, and veterans in the assigned region.
- Coordinates Steering Team for community input and problem-solving.

Community and Customer Support:

- Provides customer service call-center support for the agency and to assist individuals with transportation needs (trip planning and navigating multiple dispatch systems).
- Maintains required written records and reports in compliance with agency and funding source requirements.
- Functions as community transportation advocate promoting accessible, affordable transportation options for people with disabilities.
- Represents and acts as an Ombudsman for individuals with mobility needs.

Needs Assessment:

- Gathers and utilizes data to evaluate transit options for persons with disabilities.
- Identifies gaps and barriers in transportation and creates a "one stop shop," where individuals can find solutions to their transportation challenges.
- Identifies gaps and works in partnership with LOCHSTP and local transportation providers to improve coordination and collaboration.
- Reports monthly activities to Executive Director and ConnDOT.
- Assists in the implementation of annual/bi-annual need assessments.



- Gathers and shares feedback with community stakeholders for identifying local needs, evaluating adequacy of services and resources (i.e., focus groups, data presentations).
- Assists in developing a coordinated public transit-human service transportation plan in partnership with ConnDOT and Capitol Region Council of Governments.

Additional duties may include and are not limited to:

- Communications (social media/website, infographics, report results)
- Strategic planning
- Special Events (legislative breakfast, conferences, fundraising efforts)

Minimum Qualifications/Skills:

- Must be a team player, lead by example, and demonstrate passion for helping people.
- Two years working with seniors/older adults, people with disabilities, and/or veterans.
- Experience working with transportation providers preferred, but not required.
- Experience with coalition-building or community organizing a plus.
- Demonstrated organizational skills, strong writing, and technical skills.
- Strong computer skills (Microsoft Office Suite and internet).
- Experience with community outreach, presenting and group facilitation skills.
- Creative thinker and solution focused.
- Ability to work independently and manage multiple priorities.
- Ability to collaborate with volunteers, diverse groups, and community partners.
- Knowledge of (or interest in) the principles and practices of public transit, paratransit, human services, public planning, or a related field, and an understanding of community organizations, transportation planning, and government and elected leadership are desirable.
- Willingness to travel locally to meet with stakeholders.
- Knowledge of social media and interest in marketing and communication strategies.
- Valid Driver's License
- Bilingual in Spanish preferred but not required.
- Associates degree, bachelor's degree preferred but not required.

Amplify is an equal opportunity employer and will consider all qualified applicants equally without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, or disability status.

Job Type: Full-time, non-exempt (35 hours) with benefits, Monday – Friday with flexibility to accommodate community events and requests for occasional late afternoon-early evening meetings.

Salary: \$19.20 - \$24.50

To apply: Send resume and cover letter to info@amplifyct.org with "Mobility Manager Candidate" in the title.