



Duet | Coordinator of Volunteer Services to Homebound Adults

Position Description

Last Updated:	February 19, 2020
Title:	Coordinator of Volunteer Services to Homebound Adults
Supervisor:	Senior Director of Volunteer Services
Position Description & Scope of Work:	Duet coordinates high quality volunteer services to help homebound adults live in their own homes and feel less isolated. This key full-time position carries out all facets of Duet’s ongoing volunteer services and assists as a valued team member in strengthening and growing Duet’s volunteer services. As with all Duet staff, this position strives at every opportunity to promote organizational goals and values.
Key Skills Requirements and Responsibilities:	<ol style="list-style-type: none"> 1. Serve as lead coordinator for ongoing volunteer services (grocery shopping, friendly visits and phone calls, technical assistance, and paperwork assistance) to homebound adults. 2. Serve as lead coordinator for online grocery ordering program. 3. Serve as back-up to transportation coordinator in matching volunteers who take homebound adults to medical appointments. 4. Refer homebound adults to additional services, as needed. 5. Identify and secure matches between volunteers and homebound adults. 6. On a quarterly basis, review all volunteers who have not been matched to offer alternate types of service delivery or location. 7. Conduct homebound adult home assessments. 8. Develop positive relationships with volunteers through all communications, including phone calls and emails. 9. Assist homebound adults and volunteers with problem solving. 10. Assist in carrying out volunteer orientations; educational programs and forums; and recognition activities. 11. Provide current wait list numbers for reporting purposes. 12. Enter all constituent information in volunteer services database, including interactions, updates, and comments. 13. Participate in reviewing quality assurance and volunteer report forms and problem solve as needed. 14. Participate in community outreach and staff committees as requested. 15. Help carry out Duet events such as conferences, fundraisers, and service activities when assistance is requested. 16. Perform additional tasks as needed.
Highest Priority Personal Attributes	<ul style="list-style-type: none"> ▪ Ability to manage time well ▪ Organized, with the utmost attention to detail ▪ Excellent verbal communication skills ▪ Ability to complete projects with occasional interruptions ▪ Flexible and patient ▪ Reliable and self-directed ▪ Understanding of, and sensitivity to, the role of volunteers

	<ul style="list-style-type: none"> ▪ Commitment to Duet’s mission and sensitivity to diverse faith backgrounds ▪ A team player throughout the organization
Qualifications:	<ul style="list-style-type: none"> ▪ Degree in social work or related field ▪ Experience in working with older adults ▪ Computer / data entry experience ▪ Familiarity with community resources ▪ Experience working with / supporting volunteers ▪ Sensitivity to working with persons from diverse faith and cultural communities
Benefits:	<ul style="list-style-type: none"> • Vacation, sick, personal, and holiday time off • Health and life insurance • Retirement plan contributions
About Duet:	<p>Duet’s mission is to <i>promote health and well-being through vitally needed services to homebound adults, family caregivers, faith communities, and grandfamilies.</i></p> <p>Our vision is a community where every person ages with compassion, dignity, and hope.</p>
Work Environment:	The Duet offices are a warm, welcoming environment. The Duet staff, board and volunteers are passionate about the mission of Duet and improving the lives of older adults.
Work Location:	10000 N 31 st Ave Suite D200 Phoenix, AZ 85051
To apply:	Mail or email resume to: Sue Reckinger, Senior Director of Volunteer Services Duet 10000 N. 31 st Ave, Suite D200 Phoenix, AZ 85051 reckinger@duetaz.org