



Duet | Senior Services Director

Position Description

Last Updated:	August 18, 2020
Title:	Senior Services Director
Supervisor:	Duet Executive Director
Position Description & Scope of Work:	The Senior Services Director is a full-time, exempt position who serves as a key member of the executive leadership team in providing high-level leadership, strategic insight, and support to expand high-quality, mission-focused services for vulnerable older adults. As with all Duet staff, this position strives at every opportunity to promote organizational goals and values.
Essential Duties and Responsibilities:	<ul style="list-style-type: none"> ▪ Lead, coach, and develop synergistic high-performing service area teams. ▪ Serve as lead member of executive leadership team in the overall development, management, implementation, and growth of service delivery for the entire organization, and in a key role in organizational strategic analysis, planning, and program budgeting. ▪ Provide leadership and direct supervision of volunteer services team, and directors of kinship care, family caregiver, and congregational health areas. ▪ Maintain timely, efficient, and effective communication with Executive Director. ▪ Build and nurture relationships with volunteers, partner organizations, donors, and community members that will help further Duet’s mission. ▪ Represent Duet at key community functions and events, participate in speaking engagements, and serve on relevant committees. ▪ Establish and monitor staff performance and professional development goals, set objectives, establish priorities, and conduct annual performance reviews. ▪ Manage expenditures and provide input as requested for budget development. ▪ Promote a culture of philanthropy throughout Duet. ▪ Oversee development and management of service area communications plan in conjunction with Senior Communications Director, and manage the process to maintain updated contact lists to ensure timely and effective communication with service recipients and volunteers. ▪ Assess service area data management systems, provide recommendations for improving organizational consistency, and implement approved changes. ▪ Design and implement organization-wide volunteer recruitment, training and retention strategies that will meet Duet’s growing volunteer needs. ▪ Help carry out Duet events such as conferences, fundraisers, and service activities when assistance is requested. ▪ Working with team, maintain program statistics; complete and submit reports on a timely basis as required internally and by funding sources. ▪ Carry out/ manage meaningful outcomes measurement activities to help determine quality and impact of services and to guide planning. ▪ Carry out additional duties/initiatives as assigned.

<p>Highest Priority Personal Attributes</p>	<ul style="list-style-type: none"> ▪ Commitment to Duet’s mission, vision, and values. ▪ Strong leadership skills with the ability to build and motivate a team of professionals and volunteers. ▪ Warm and outgoing individual with a passion for cultivating relationships with staff, volunteers, service recipients, donors, and the general public. ▪ Sensitivity to diverse backgrounds. ▪ Superior written and interpersonal communication skills. ▪ Ability to assess effectiveness of service provision activities for maximum return on resources. ▪ Thoughtful and innovative decision-maker. ▪ Organized, with the utmost attention to detail. ▪ Flexible, reliable, and trustworthy. ▪ Willingness to learn, change, and improve.
<p>Qualifications:</p>	<ul style="list-style-type: none"> ▪ A minimum of five years of proven nonprofit experience in human services or related field; aging services experience preferred. ▪ Demonstrated success in performance management including experience supervising staff, project budgeting and planning, and managing implementation of systems change. ▪ Experience in planning long-range goals and creating an implementation plan to achieve those goals. ▪ Knowledge of program evaluation concepts and applications, and developing, collecting, and reporting meaningful services outcome data. ▪ Experience in planning, delegating, and meeting objectives on schedule. ▪ Bachelor’s degree required; Master’s degree preferred. ▪ Valid Level One Fingerprint Clearance card or ability to obtain one. ▪ Valid Arizona driver’s license and driving record that meets Duet’s requirements. ▪ Ability to provide own transportation and 50/100k level of car insurance – mileage reimbursement provided. ▪ Able to lift 30 lbs. ▪ Ability to work evening & weekend hours as occasionally required. ▪ Proficiency with applications using Word, Excel, PowerPoint, and Outlook.
<p>Benefits:</p>	<ul style="list-style-type: none"> ▪ Flexible work environment ▪ Health & life insurance ▪ Retirement plan contributions ▪ Vacation, sick, personal time, and holiday time off
<p>About Duet:</p>	<p>Duet’s mission is to promote health and well-being through vitally needed services to homebound adults, family caregivers, faith communities, and grandfamilies.</p> <p>Our vision is a community where every person ages with compassion, dignity, and hope.</p>
<p>Work Environment:</p>	<p>The Duet office is a warm, welcoming environment. Duet staff, board, and volunteers are passionate about Duet’s mission and improving the lives of older adults.</p>
<p>Work Location:</p>	<p>10000 N 31st Ave, Suite D200 Phoenix, AZ 85051</p>
<p>To Apply:</p>	<p>Please mail or email resume with a cover letter to: Ann Wheat at wheat@duetaz.org</p>