



Duet | Coordinator of Volunteer Services to Homebound Adults

Position Description

Last Updated:	December 8, 2021
Title:	Coordinator of Volunteer Services to Homebound Adults
Supervisor:	Homebound Services Manager
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 services to homebound adults 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.
Salary Range:	Non-exempt/Hourly: \$19.00-\$20.00/hour at 40 hours per week
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 back-up to transportation coordinator in matching volunteers who take homebound adults to medical appointments. 3. Refer homebound adults to additional services, as needed. 4. Identify and secure matches between volunteers and homebound adults. 5. On a quarterly basis, review all volunteers who have not been matched to offer alternate types of service delivery or location. 6. Conduct homebound adult home assessments. 7. Develop positive relationships with volunteers through all communications, including phone calls and emails. 8. Assist homebound adults and volunteers with problem solving. 9. Assist in carrying out volunteer orientations; educational programs and forums; and recognition activities. 10. Provide current wait list numbers for reporting purposes. 11. Enter all constituent information in volunteer services database, including interactions, updates, and comments. 12. Participate in reviewing quality assurance and volunteer report forms and problem solve as needed. 13. Participate in community outreach and staff committees as requested. 14. Assist in drafting quarterly volunteer eNewsletter. 15. Promote a culture of philanthropy at Duet. 16. Help carry out Duet events such as conferences, fundraisers, and service activities when assistance is requested. 17. Perform additional duties/tasks as assigned.
Highest Priority Personal Attributes	<ul style="list-style-type: none"> ▪ Commitment to Duet’s mission, vision, values, and guiding principles ▪ Sensitivity to diverse backgrounds ▪ Ability to manage time well, self-directed ▪ Organized, with the utmost attention to detail ▪ Excellent written and interpersonal communication skills

	<ul style="list-style-type: none"> ▪ Ability to complete projects with occasional interruptions ▪ Flexible, reliable, trustworthy, and patient ▪ Understanding of, and sensitivity to, the role of volunteers ▪ A team player throughout the organization ▪ Willingness to learn, change, and improve
Qualifications:	<ul style="list-style-type: none"> ▪ Degree in social work or related field, preferred ▪ Experience in working with older adults ▪ Computer / data entry experience ▪ Familiarity with community resources ▪ Experience working with / supporting volunteers ▪ Valid Level One Fingerprint Clearance card or ability to obtain one ▪ Valid driver's license and ability to travel within Maricopa County
Benefits:	<ul style="list-style-type: none"> • Vacation, sick, personal, and holiday time off • Health and life insurance • Retirement plan contributions • Mileage reimbursement
About Duet:	<p>Duet's mission is to promote health and well-being through vitally needed services to homebound adults, family caregivers, faith communities, and grandfamilies. Our vision is a community where every person ages with compassion, dignity, and hope. Duet is passionate about building and sustaining an inclusive and equitable working and learning environment for all staff, board members, volunteers, and service recipients. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design, and deliver solutions.</p>
Work Environment:	<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>
Work Location:	<p>10000 N 31st Ave Suite D200 Phoenix, AZ 85051</p>
To Apply:	<p>Please send resume and cover letter to: Ricardo Samano, Homebound Services Manager 10000 N 31st Ave, Suite D200 Phoenix, AZ 85051 samano@duetaz.org</p>