



Duet | Volunteer Coordinator

Position Description

Last Updated:	June 20, 2022
Title:	Volunteer Coordinator (This position is funded for two years with a goal to make it permanent.)
Supervisor:	Homebound Services Manager
Position Description & Scope of Work:	<p>Duet volunteers provide free services to help homebound adults live in their own homes and feel less isolated through transportation for medical appointments, shopping, friendly visiting, light handyman and computer assistance.</p> <p>This full-time, temporary position (40 hours per week), will serve as the main liaison for a new grant-funded project with the Valley of the Sun YMCA to grow the number of homebound adults who receive Duet’s services by increasing the number of qualified and compassionate volunteers to support them to live independently in their homes. This will also include learning, and using, a new rideshare software system to improve Duet’s processes and meet project goals.</p> <p>As with all Duet staff, this position strives at every opportunity to promote organizational goals and values.</p>
Salary Range:	\$20.50-\$21.60 per hour; non-exempt/hourly
Essential Duties and Responsibilities:	<ul style="list-style-type: none"> ▪ Build lasting relationships with the Valley of the Sun YMCA participating centers to grow homebound services’ volunteer base and increase number of homebound adults served. ▪ Serve as liaison to the Valley of the Sun YMCA in helping create and implement a marketing and outreach plan in the Chris-Town area to recruit new volunteers and reach residents in need of homebound support services. ▪ Learn and use RideScheduler software to streamline connecting volunteer drivers with seniors in need of transportation. ▪ Monitor volunteer analytics to include trend analysis and assure corrective action plans are in place to avert any downward trends. ▪ In collaboration with Duet service area leaders, develop, coordinate, and staff new volunteer opportunities and projects as they arise related to increasing services to homebound adults. ▪ Master Duet’s volunteer service-specific data management via Access software and train volunteers and staff on use of features; track utilization data and provide monthly statistical reports for Duet Strategic Plan oversight. ▪ Proactively recommend revisions to volunteer schedules, matches, policies, procedures, and guidelines to increase efficiency and engagement across the program, services areas, and organization. ▪ Grow a diverse base of volunteers that reflect the Greater Phoenix community. ▪ Carry out additional duties/initiatives 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 while upholding IDEA practices. ▪ Commitment to confidentiality and the ability to keep highly sensitive information protected. ▪ Superior written and interpersonal communication skills. ▪ Organized, with the utmost attention to detail. ▪ Flexible, reliable, and trustworthy. ▪ Willingness to learn, change, and improve. ▪ Ability to manage time well. ▪ Able to develop and manage complex projects and budgets within guidelines.
Qualifications:	<ul style="list-style-type: none"> ▪ Experience working with or recruiting volunteers, preferred. ▪ Bachelor’s degree preferred. Bilingual highly desirable. ▪ Valid Level One Fingerprint Clearance card or ability to obtain one. ▪ Able to lift 30 lbs. ▪ Ability to work evening & weekend hours as occasionally required. ▪ Proficiency with database management and using Word, Excel, Access, PowerPoint, and Outlook applications. ▪ Valid driver’s license and ability to travel within Maricopa County.
Benefits:	<ul style="list-style-type: none"> ▪ Flexible work environment ▪ Health & life insurance (for FT positions) ▪ Retirement plan contributions ▪ Vacation, sick, personal time, and holiday time off
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.</p> <p>Our vision is a community where every person ages with compassion, dignity, and hope.</p> <p>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 Location:	<p>10000 N 31st Ave, Suite D200 Phoenix, AZ 85051</p>
To Apply:	<p>Send resume with cover letter to cohen@duetaz.org</p>