



## Duet | Homebound Services Intake Specialist

### Position Description

<b>Last Updated:</b>	January 3, 2023
<b>Title:</b>	Homebound Services Intake Specialist
<b>Supervisor:</b>	Homebound Services Manager
<b>Position Description &amp; Scope of Work:</b>	Duet coordinates high quality volunteer services to help homebound adults live in their own homes and feel less isolated. This key part-time position carries out intakes and home assessments for Duet’s ongoing volunteer services and assists as a valued team member in coordinating, strengthening and growing Duet’s volunteer services. As with all Duet staff, this position strives at every opportunity to promote organizational goals and values.
<b>Salary:</b>	\$24,000/year (non-exempt/hourly) Based on 24 hours per week
<b>Essential Duties and Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. Complete intakes for ongoing volunteer services in a manner that seeks to exceed callers’ expectations.</li> <li>2. Maintain knowledge of available community resources, and refer individuals / neighbors to additional services, as needed.</li> <li>3. Back up Coordinator to Identify potential matches between neighbors and volunteers; place requests to volunteers to create matches.</li> <li>4. Notify neighbors of their assigned volunteer.</li> <li>5. Conduct home assessments and make referrals as needed.</li> <li>6. Develop positive relationships with Duet volunteers through all communications, including phone calls and emails.</li> <li>7. Conduct monthly updates on volunteer status.</li> <li>8. Assist neighbors, volunteers, and liaisons with problem solving.</li> <li>9. Complete assigned reports on a timely basis as required internally and by/for funding sources, congregations, and liaisons.</li> <li>10. Assist in carrying out volunteer orientations, educational programs and forums, and recognition activities.</li> <li>11. Accurately and completely enter all information in the volunteer services database, including, interactions, updates, and comments.</li> <li>12. Record volunteer hours left on voicemail.</li> <li>13. Participate in reviewing quality assurance and volunteer report forms as requested; take action / problem solve as needed.</li> <li>14. Participate in community outreach and staff committees as requested.</li> <li>15. Help carry out Duet events such as conferences, fundraisers, and service activities when assistance is requested.</li> <li>16. Carry out additional duties/initiatives as assigned.</li> </ol>
<b>Highest Priority Personal Attributes</b>	<ul style="list-style-type: none"> <li>▪ Commitment to Duet’s mission, vision, values, and guiding principles.</li> <li>▪ Sensitivity to diverse backgrounds while upholding IDEA practices.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Commitment to confidentiality and the ability to keep highly sensitive information protected.</li> <li>▪ Superior written and interpersonal communication skills.</li> <li>▪ Organized, with the utmost attention to detail.</li> <li>▪ Flexible, reliable, and trustworthy.</li> <li>▪ Willingness to learn, change, and improve.</li> <li>▪ Ability to manage time well.</li> </ul>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>▪ Degree in social work or related field preferred.</li> <li>▪ Experience in working with older adults preferred.</li> <li>▪ Computer / data entry experience.</li> <li>▪ Familiarity with community resources.</li> <li>▪ Understanding of and sensitivity to the role of volunteers.</li> <li>▪ Valid Level One Fingerprint Clearance card or ability to obtain one.</li> <li>▪</li> </ul>
<b>Benefits:</b>	<ul style="list-style-type: none"> <li>▪ Flexible work environment</li> <li>▪ Retirement plan contributions</li> <li>▪ Vacation, sick, personal time, and holiday time off</li> </ul>
<b>About Duet:</b>	<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> <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>
<b>Work Location:</b>	10000 N 31 <sup>st</sup> Ave, Suite D200 Phoenix AZ 85051
<b>To apply:</b>	Send resume with cover letter to <a href="mailto:samano@duetaz.org">samano@duetaz.org</a>