



## **Aging In Place (AIP) Support Volunteer Position Description**

**Supervisor and Department:** Kiersten Kelley – Project Manager, Home Preservation

### **Who You Are:**

You pride yourself on your patience and empathy. You love connecting with others and lending a helping hand. You are organized and detail oriented. You want to be a part of a group of like-minded people that share similar values and look for an organization that welcomes everyone to be a part of the mission. You are seeking an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

### **Who we are:**

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to put God's love into action by bringing people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all.

To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. The organization also works with existing low-income homeowners in formerly red-lined Denver neighborhoods to do critical home repairs. Throughout its 42-year history, Habitat Metro Denver has served more than 2,500 households and is the 8th largest producer in the Habitat U.S. network.

### **How We Succeed Together:**

Habitat Metro Denver's **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.





## **Aging In Place (AIP) Support Volunteer Position Description**

**General Description:** Habitat for Humanity of Metro Denver (HFHMD) is partnered with the Colorado Visiting Nurse Association (CVNA) for an Aging in Place program. This program provides occupational therapy, nursing, and home modifications for seniors in the metro Denver area, with the goal of helping them continue to live safely, comfortably, and affordably in their own homes as they age. The AIP Support Volunteer would assist the project manager with data entry, phone calls and other office tasks.

### **Major Responsibilities:**

- Become a Habitat for Humanity ambassador to our homeowners by embracing our Cultural Blueprint
- Call new program participants to set up appointments
  - Update calendar and tracking documents with appointments and call logs
  - Return calls from program participants
  - Coordinate with Project Manager to make sure appointments fit in Construction Team's schedule
- Upload client documents to secure document storage (use of Outlook, Teams, Word, Excel)
- Data entry of client surveys into different software (healthcare data storage, excel spreadsheets)
- Digitization of existing records for secure storage
- Other duties as assigned

**Time Commitment:** Approximately 4-8 hours per week

### **Knowledge, Skills, & Abilities:**

- Familiarity with Microsoft products (particularly Excel, Word, Teams, Outlook)
- Comfortable using mobile devices (such as a tablet) and mobile apps
- Strong customer service skills
- Excellent phone etiquette and ability to communicate clearly with older adults
- Strong communication, follow-through and organizational skills
- Most work is performed at a desk in an office setting.
- Ability to pass a background check

### **Training:**

- Volunteer Orientation
- Training on data storage systems and scheduling systems, scripts for talking to clients on the phone, written guides for each task, and on-demand support from Project Manager.

**Location:** Remote, Warehouse (520 Raritan Way, Denver) or Main Office (7535 E Hampden Ave, Suite 600, Denver)

**Impact:** This position will enable the Home Preservation team to provide more efficient service to CAPABLE clients. Help with data entry will also help keep us in good standing with funders and partner organizations.

### **Volunteer Benefits:**

- ✓ Camaraderie with a welcoming team of staff and volunteers (including BBQ's/happy hours/formal recognition events)
- ✓ Habitat swag
- ✓ 25% off select items at the 4 Metro Denver Habitat ReStores
- ✓ Develop professional skills and leadership skills
- ✓ Scholarship towards a week-long Habitat Denver Global Village Trip after one year of service