



Volunteer Position Description

Assignment Title: Aging in Place (AIP) Support Volunteer

Supervisor and Department: Kiersten Kelley – Project Manager

General Description: Habitat for Humanity of Metro Denver (HFHMD) is partnering with the Colorado Visiting Nurse Association (CVNA) to implement a new 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:

- Input digital and paper work orders received from CVNA into HFHMD's system
- Mail scopes of work to program participants
- Call new program participants to set up assessment appointments
 - Update calendar and tracking documents with appointments and call logs
 - Return calls from program participants
- Input survey data into survey app
- Maintain updated data in client tracking spreadsheet
- Additional related tasks as needed

Time Commitment: About 4 hours per week

Qualifications:

- Familiarity with Microsoft products (particularly Excel, Word, Outlook)
- Comfortable using mobile devices (such as a tablet) and mobile apps
- Excellent phone etiquette and ability to communicate clearly with older adults
- Strong communication, follow-through and organizational skills

Training: Volunteer will be provided with training from Project Manager to adequately perform assigned tasks. Supervisor will be on hand during most volunteer shifts to provide support.

Service Location: Construction Warehouse – 520 Raritan Way

Physical Requirements:

- Most work is performed at a desk in an office setting.
- Must be able to work at a computer and speak on the phone for extended periods of time.

Impact: This volunteer would allow program staff to focus on other aspects of the AIP program, become more efficient, and provide better customer service to the program participants.

Volunteer Benefits: This is a new HFHMD program serving older adults specifically for the first time. This position will be part of the team implementing this exciting new program. The volunteer will get to interact with many deserving older adults in our community and help to provide them with the resources they need to continue living safely and comfortably in their own homes.