



Title:	Community Impact Coordinator	Group/Team:	Community Impact
Reports To:	Director, Community Impact & Strategic Engagement	Status:	Full-Time
Date:	1/4/2021	FLSA Classification:	Exempt/Salary

POSITION SUMMARY

45% VITA (Volunteer Income Tax Assistance) Program Management
15% Financial Stability & Asset Building (FSAB) Education and Outreach
25% Volunteer Recruitment, Management and Reporting
15% Other Community Impact and United Way internal projects

KEY AREAS OF RESPONSIBILITY:

- **Volunteer Recruitment:** Collaborate with the UW Volunteer Connection and Director, Community Impact & Strategic Engagement on recruitment efforts to include the update and creation of an outreach campaign to general public and targeted groups (schools, universities, leadership societies, employers) via emails, newsletters, social media, and presentations.
- **Volunteer Management:** Manage the volunteer application process including registration for orientation/training, communication, follow up, and site placement. Responsible for using the Volunteer Connection software to track volunteer needs, schedules and sign ups. Utilize technology like CharityTracker and Volunteer Platform to engage and communicate with the nonprofit community.
- **Volunteer Training:** Responsible for scheduling all volunteer tax preparation trainings. This includes all logistics and planning; such as securing site locations, obtaining required materials and IRS forms; securing and scheduling trainers, registering volunteers, and coordinating food. Order and distribute all training materials to volunteers and site coordinators.
- **Program Marketing:** In collaboration with Director, Community Impact & Strategic Engagement design all materials for FSAB and VITA, and other initiatives
- **Communication:** Publishing updates to social media and implementing small updates to the website includes being able to tailor pre-made posts from approved resources for our local United Way or community and create visuals and language for digital marketing within the United Way Worldwide and our local UWGAC guidelines
- **Tax Site Coordination and Outcomes:** Oversee operation of tax sites in the Tri-State region ensuring sites are meeting productivity guidelines, securing qualified trained site coordinators for each site (volunteer & stipend). Responsible for meeting with all site coordinators to ensure quality service delivery, networking and program improvement.



- FSAB Coordination and Outcomes: Coordinate and oversee all FSAB program activities in the coverage area
- Program Evaluation: Track, monitor and report on program measures (process and outcomes) measures. Evaluation to include administering and collecting filer surveys at all sites, and on-going monitoring and interpreting IRS reports (TaxSlayer, SIDN, ELF).
- Program Reporting: Create reports from client surveys and IRS tax preparation reports that are shared with tax sites, volunteers, other partners and the community.
- Grants & Budget Management: Responsible to apply for and manage grants from the IRS, and 3-4 corporate donors and to manage the internal United Way VITA budget and any FSAB grant activities
- United Way: Assist with planning and organization of United Way programs, projects, initiatives, meetings, and events, assist with the launch of the resource center with materials, resources, and set-up for future success.

JOB REQUIREMENTS—MINIMUM KNOWLEDGE & SKILLS REQUIRED:

- **Candidate must provide proof of current IRS certification as a tax preparer; or be willing to obtain within 1 months of employment.** Understanding of tax law and or familiarity with TaxSlayer Pro software helpful.
- Bachelor's degree or its equivalent is preferred.
- Four years of related human services experience; prior experience preparing taxes, or equivalent combination of education and experience.
- Must be computer literate with demonstrated familiarity with Microsoft Office (specifically Outlook, Word, Excel, and PowerPoint), required. Ability to utilize the internet for research.
- Demonstrated strong written and verbal communication skills required.
- Ability to listen effectively and solicit information from others.
- Ability to manage and prioritize projects.
- Ability to work cooperatively and flexibly as part of a team.

COMPETENCIES

An individual must be able to demonstrate the following competencies at a satisfactory level:

- **Accountability/Results Orientation** - Is accountable for the achievement of assigned work projects. Collaborates with others to establish work project parameters, desired results/outcomes and resource requirements. Keeps team leader(s) informed on work progress and changes in work direction. Takes ownership of work and outcomes achieved, selecting the best work approach. Protects the United Way brand, promoting its relevance and stature to the extent possible. Behaves ethically and honestly in all activities done on behalf of UWW and the movement. Demonstrates a commitment to UWW's values, including diversity and inclusiveness.



- **Decision-Making/Risk-Taking** - Evaluates available information and recommends a course of action. Contributes own assessment of risks and implications of decisions in team decision-making efforts. Develops and proposes effective alternative solutions. Uses judgment appropriately in decision-making. Knows when to shift decision-making upwards.
- **Teamwork Collaboration** - Shares pertinent information and keeps team members informed on a regular basis. Ensures that processes, systems and resources are available and direct them properly to enable the team to efficiently accomplish its goals and objectives. Able to adapt quickly to changing conditions or performance expectations. Able to focus on assignments during periods of change and/or uncertainty.
- **Relationship Management** - Utilizes rapport to build trust and collaboration with others. Identifies and shares mutual benefits/needs in working together. Is ethical in dealing with others to achieve the desired results. Interacts and communicates with diverse stakeholders effectively. Fosters and maintains working relationships across the United Way system. Formulates and communicates in an ethical and politically sensitive manner.
- **Communications** - Expresses work issues and problems in a clear and concise manner. Communicates effectively with others up, down and across the organization to achieve expected organization results. Gives and receives constructive feedback. Seeks direct input on team effectiveness and environment.
- **Innovation/Creativity** - Develops and implements new approaches to accomplish tasks that impact others in and outside of own team. Is able to reasonably "take risks." Assists others in developing new systems, products, processes and procedures. Strives to stay current on new or emerging trends and capitalizes on them.