The Volunteer Income Tax Assistance (VITA) Program is a community financial wellness initiative led by United Way of Tucson and Southern Arizona and delivered in collaboration with partners throughout the state of Arizona. Through a network of dedicated volunteers, this program provides free, quality tax preparation from IRS-certified individuals. Our VITA program supports the financial wellbeing of low to moderate income taxpayers by helping them save money on their return, avoid predatory lending practices, connect to resources, and access tax credits for which they are eligible. The VITA program is the largest tax preparer in the state.

The Outreach & Volunteer Coordinator is a key role to this service and is responsible for all aspects of volunteer engagement and management. The VITA program relies on the successful recruitment, management, and retention of approximately two hundred volunteers. This position promotes programs and volunteer opportunities, develops training, and resources for volunteers, and provides on-going support. The individual in this role reports directly to the Director of VITA Services and will work collaboratively with the VITA, Financial Wellness, Resource Development, and Communications and Engagement teams. Occasionally, this position requires work on weekends and evenings, especially during peak tax season.

This is a full-time, non-exempt, grant funded position. This role requires occasional travel throughout Pima County.

Salary Range $19.71 - $21.63 ($41,000-$45,000/annually)

RESPONSIBILITIES:
- Recruit volunteers for VITA, United Way’s free tax preparation program and other Financial Wellness volunteer events, as needed.
- Become IRS-certified as a tax preparer at the advanced level to better understand the tax preparation process and challenges tax preparers and volunteers face.
- Assist with the development and provision of orientation and training for VITA Volunteers.
- Assist in creating site-based VITA teams, led by volunteer Site Coordinators.
- Encourage volunteers to take on additional responsibilities and roles when talent is identified.
- Facilitate effective communication between United Way, volunteers, and among volunteers.
- Plan and manage volunteer recognition and events.
- Maintain records and signed volunteer agreements for all volunteers involved in the program.
• Work with Communications and Engagement to develop promotional materials and manage timelines for VITA outreach.
• Present to community members, agencies, civic groups, businesses, workplace campaigns about VITA volunteer opportunities and United Way’s work, as appropriate.
• Conduct surveys, focus groups, or other appropriate means for obtaining feedback from volunteers and stakeholders.
• Develop and refine data collection, tracking, analysis, and reporting systems related to all volunteer engagement efforts.
• Maintain appropriate volunteer records, including applications, and certifications.
• Participate as a member of the United Way Financial Wellness Team, taking on additional duties when needed.
• Perform duties in accordance with United Way policies and procedures such as attending staff meetings, completing timecards, expense reports and other program reports as required.
• Ensure effective communication internally and externally regarding United Way’s volunteer engagement, adhering to United Way’s branding and media relations guidance.

QUALIFICATIONS, SKILLS, AND ABILITIES
• Bachelor’s Degree; One year experience managing a volunteer workforce, or equivalent combination of education and experience.
• Bilingual proficiency in Spanish and English is a plus.
• Highly organized and able to prioritize tasks.
• Experience training others on new processes.
• Demonstrated skills in a variety of software applications, including Microsoft Office 365 applications.
• Ability to manage and monitor content, update United Way’s VITA and volunteer web pages, and other public facing online engagement channels.
• Demonstrated excellent oral and written communication skills, including clear, concise, and accurate written documents, accuracy in grammar and spelling, and proficiency in the selection/organization of appropriate presentation methods.
• Demonstrated ability to speak publicly.
• Demonstrated ability to effectively use online platforms for meetings and training.
• Strong ability to tactfully handle stressful situations, negotiate and resolve conflicts, maintain confidentiality, and respect and observe organizational protocol.
• Ability to maintain a flexible work schedule and adjust as required by changing activities.
• Must possess a valid driver’s license, current auto insurance, daily access to reliable vehicle and be able to occasionally lift up to thirty pounds.

POLICY STATEMENT
The United Way of Tucson and Southern Arizona is an equal opportunity employer. We champion diversity, equity, and inclusion. We take action to ensure equal opportunity and all candidates are considered without regard to race, color, religion, national origin, age, sex,
sexual orientation, gender identity, marital status, ancestry, physical or mental disability, veteran status, or any other legally protected status.

Upon hire and/or prior to starting employment with us, the successful candidate will be required to provide evidence of COVID vaccination or provide proof of eligibility for medical exemption.