

Financial Empowerment Partnership
Volunteer Income Tax Assistance Program

Position: Program Manager

Program Description: *Earn It! Keep It! Save It!* is a community partnership led by the United Way of Ventura County, the County of Ventura Human Services Agency, the Internal Revenue Service, and Cabrillo Economic Development Corporation. The goal of *Earn It! Keep It!, Save It!* is to assist eligible low-wage earners to build assets through free income tax preparation and access to the federal Earned Income Tax Credit (EITC). As the VITA sites are in operation both daytime and evening hours on multiple days during the week (including Saturdays) the Program Manager must be accessible so as to be able to respond to questions and problems in a timely manner.

Position Description: The Program Manager will oversee the operation of the Volunteer Income Tax Assistance (VITA) centers, where tax preparation takes place. The Program Manager will work directly with the VITA Site Coordinators to assure the completeness and accuracy of returns filed and that each VITA center has the necessary supplies, personnel and equipment to function effectively.

Reports to: Vice President, Community Impact, United Way of Ventura County

Responsibilities:

1. Certify at the IRS Advanced Certification level and complete the Volunteer Standards of Conduct training/exam.
2. Ensure that training is provided for tax preparers, site reviewers, site coordinators and intake volunteers, conducting training sessions as needed.
3. Identify potential intake volunteers from those not completing tax preparer training or certification.
5. Set up TaxWise Custom Questions, TaxWise defaults, verify that minimum system requirements are met and ensure internet connectivity for accessing Tax Wise online at all sites.
6. Ensure that Security, Privacy and Confidentiality guidelines are followed.
7. Work with site coordinators to ensure adequate supplies are available at all times at sites, including publications, posters, quality review forms, and intake sheets, and that volunteers receive Quality Alerts.
8. Ensure that each site has a Site Reviewer and implements a Quality Review process, checking returns for completeness and accuracy and filing electronically within 48 hours of preparation.
9. Provide support to tax preparation volunteers as needed, encouraging use of the VITA Hot Line and the TaxWise Help Line.
10. See that appointment scheduling software is setup and maintained to reflect available tax appointments. Train site coordinators in its use.

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11. Prepare and present production reports as needed for VITA grant reporting; inform Financial Empowerment Partnership Leadership Team of any challenges and suggestions for remedying.
12. Assist site coordinators in implementing site closeout procedures

Skill set:

- Experience with computer technology, software and web-based programs.
- Ability to manage projects and deadlines.
- Ability to work collaboratively and delegate responsibility
- Preferred: interest and/or previous experience in working with community collaborations
- Experience in analyzing data and preparing reports
- Experience in delivering training curriculum to adults
- Good written and oral communication skills
- Valid drivers license, available transportation
- Access to computer, printer and internet service
- Ability to engage with the volunteers in order to determine how to help them do their job

Status: Non-Exempt, part-time temporary position for the period October through May

Work schedule: The position requires approximately 576 hours over the 7 months of the tax planning and preparation season for an average of 19 hours per week. The weekly hours are flexible with the weekly average being less than 19 hours in the months of October through December and May while during the months of January through April the weekly hours can be up to 32.

Salary Range: \$25-28 per hour depending on experience.

Send resume to susan.englund@vcunitedway.org by October 15, 2016
For questions contact Susan Englund at 805/485-6288, ext 226