



United Way
of Washtenaw County

United Way of Washtenaw County Position Description: VITA Program Manager

Who We Are:

For more than 90 years, United Way of Washtenaw County has been the most effective and efficient way to make a difference here at home. Annually, we raise and invest donor contributions in carefully selected nonprofit programs, manage our own initiatives to promote financial stability and volunteerism, and forge community partnerships that advance [our mission](#) of connecting people, resources and organizations together to create a thriving community for everyone.

In 2017, we made [equity](#) a central focus of our work that must find full expression in our organizational culture, values, norms, and behaviors and those of our partners. We recognize that the strength and vitality of an entire community is tied to just and equitable access to resources and opportunities.

In all our roles we will consciously work to eliminate injustice and inequity. We aspire to live in a community where:

- Your zip code no longer determines your opportunity in life;
- Life expectancy is the same across all populations and communities in our County;
- The academic achievement gap is eliminated;
- Everyone in our community has a home;
- Community members seek understanding and awareness of their own power and privilege and actively work to end poverty in our County;
- Poverty is not generational. If it exists, it is intermittent, brief and not permanent;
- Everyone in our County is able to meet their basic needs-- housing, food, transportation, education, health expenses and childcare.

We are a team of 14 based in our Ann Arbor office. Our office environment is fast-paced and supportive. Our collective work is grounded by the values below:

Equity- We pursue greater access to opportunities and resources for all. Our workplace practices, culture and impact reflect our commitment to justice and fairness.

Inclusiveness- Those we interact with feel valued, respected and supported. We seek out diverse voices and perspectives to inform our work.

Community- We advance our mission through collaboration. We share decision making, power and resources.

Volunteerism- We value contributions of time and talent. We continuously seek opportunities to engage volunteers in our work.

Caring- We display empathy with those we work with and assume the positive intention of others.

Integrity- In all our actions we will choose to do the right thing even though it may not be the easiest thing.

Timing:

Applications are due by Friday September 20th. Final candidates will be chosen by October 11th.

Compensation:

UWWC's compensation plan includes a mix of salary and benefits including health insurance, 401k with employer match, and generous paid time off. The salary range for this position is presently \$36,000 - \$42,000.

Requirements:

- Minimum of three years' experience in non-profit organizational work, community development, or project/program management
- Proficiency or ability to quickly develop proficiency in database management
- Proficient in Microsoft Office (especially Excel) and G Suite computer applications
- Demonstrated ability to manage multiple projects with set deadlines/guidelines
- Maintenance of the highest ethical standards when working with program participants, donors, volunteers, and agency representatives
- Commitment to providing exceptional customer service to each person who walks through our doors
- Current driver's license
- Acceptance of work outside of normal business hours

Preferred Qualifications:

- Experience in facilitating group workshops
- Educational degrees and professional certifications/designations
- Knowledge of financial education principles and practices
- Experience with tax preparation including software

You will be responsible for:

- Delivering our Voluntary Income Tax Assistance (VITA) Program- a tax preparation program certified by the Internal Revenue Service which pairs trained volunteers alongside people with low- to moderate- incomes to file their taxes for free.
 - Manages and serves as primary point of contact for all aspects of the program: resource management, service delivery & measurement, training, community outreach, partnership management, data collection, and grant compliance/reporting
 - Providing supervision and support to AmeriCorps members, contract staff and volunteers
 - Planning, recruitment, retention, and recognition of VITA volunteers
 - Marketing and communications activities to promote the VITA program to potential participants
 - Managing the community partnerships currently in place that support VITA and building new partnerships that support the program's goals and vision.
 - Managing technology during tax filing season, including the set-up, launch and optimization of VITA site operations
 - Revising, coordinating and conducting VITA orientation trainings to volunteers.
 - Successfully obtaining and maintaining VITA Advanced, Foreign Student, HSA, and Site Coordinator certifications
 - Working directly with VITA program participants, partners, staff/volunteers, and systems to ensure excellent customer service and accurate, timely filing of tax returns
 - Maintaining participant demographic and program outcome data.
- Educating for impact- providing financial education in a group format using a variety of facilitation methods designed to equip people with the moneymangement tools needed to progress towards their financial goals.
- Being part of a team- We are looking for individuals that are looking for a team environment that is inspired to shape the future with each other and our community. Shared responsibilities include:
 - Managing external relationships with a broad spectrum of community partners
 - Grants research and grant writing
 - Developing content expertise in: tax law, volunteer management, financial education, adult learning.

How to apply: If this sounds like you, please submit a resume and cover letter describing your qualifications for this post to hr@uwwashtenaw.org by September 20th.