



## VITA Community Specialist – 900 HR Position Description



United Way of Northwest Arkansas  
100 Parkwood Street  
Lowell AR 72745

**Position Title:** VITA Community Specialist – 900 HR

**Service Location:** United Way of Northwest Arkansas  
100 Parkwood Street  
Lowell, AR 72745

**Site Supervisor/Title:** Emily Bartlett, Community Impact Direct Services Manager  
479-303-4417 Direct / 479-438-4772 Cell

**Purpose:** Expansion of Free Tax Services in Northwest Arkansas 211 system

**Service Position Summary:** The United Way of Northwest leads the coordination of free tax services in Northwest Arkansas, including the Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs. The AmeriCorps VITA Community Specialist – 900 HR will have four primary areas of responsibility: i) identifying and recruiting individuals for the VITA/TCE programs; ii) implementing free tax services public awareness campaigns; iii) complete training and become IRS-certified to process VITA/TCE tax returns; and iv) provide tax preparation support at designated VITA/TCE sites in Northwest Arkansas.

### **Community Resource Specialist primary responsibilities:**

- For at least the first four months, identify, organize and/or participate in one to two outreach events per month to increase public awareness of free tax services, including VITA/TCE programs. Outreach events conducted by Members may also include content to increase public awareness of Arkansas 211 and the income and financial support resources available across the state.
- Attend all required training and supervisory meetings.
- Complete required IRS training by January 31, 2020 to support VITA/TCE program sites.
- IRS-certified Members may provide the following VITA/TCE support services:
  - Free tax return preparation for eligible taxpayers
  - Review tax returns completed by other volunteer tax preparers, ensuring every taxpayer receives top quality service and tax returns are error-free
- Using established questionnaire, screen taxpayers to determine the type of assistance needed and confirm they have the necessary documents to complete their tax returns.
- With team members identify and recommend areas for improvement to ensure quality free tax services for the community.
- Participate in AmeriCorps National Service Day projects and initiatives: MLK Day and AmeriCorps Week.
- Additional service projects, as approved by the program director.
- Wear approved AmeriCorps gear while performing AmeriCorps service activities or attending official events.
- Complete all AmeriCorps service requirements in a timely and complete manner.
- Abide by all AmeriCorps service rules and service provisions.
- Complete all AmeriCorps paperwork and reports in a timely and complete manner.

**Access to Vulnerable Populations:** The Arkansas Service Commission has determined that the probability of access to vulnerable populations is so great that all members will undergo all required criminal history checks: NSOPW, FBI, and Arkansas State Police, as well as other states, as necessary.

**Knowledge, Skills, and Abilities Required:**

- Must be goal oriented, problem solver, and solution driven.
- Must have strong time management skills and the ability to balance multiple tasks.
- Must have proven ability to work both independently and as part of a team.
- Detail oriented.
- Strong written, presentation, and public speaking skills.
- Computer experience including Microsoft Word, Microsoft Outlook and internet navigation is highly desirable.
- Members will be required to carry supplies and equipment
- Must have reliable transportation and valid auto insurance.
- Must demonstrate regular and reliable attendance.

**Academic and Experience Qualifications:**

- Educational background or experience in social work, resource helplines, telephone assistance or related field.
- Experience working with or demonstrated understanding of social services.
- 18 years of age or older, at beginning of service term.
- U.S. citizen, national or lawful permanent resident.
- Must hold at least a high school diploma or equivalent. Associate or bachelor's degree preferred.

**Service Conditions**

- Service is primarily performed in a professional office setting.
- Special activities, such as community outreach events and service projects may be performed outdoors.

**Commitment Required:**

- 900 hours served over the course of 8 months: October 14, 2019—May 29, 2020.
- Service hours: 25 hours per week, with service hours generally ranging between 8:00am to 4:30pm Monday through Friday, with ½ hour lunch break. Some tax preparation sites may offer extended evening or weekend hours. Other special activities may require evening or weekend hours.

**Orientation and Training:**

- Member orientation October 14, 2019.
  - AmeriCorps
  - United Way
  - Free Tax Services & VITA Overview
  - VITA Community Specialist training
- Ongoing peer learning segments in monthly team meetings
- Bi-weekly meetings with Program Director
- Completion of IRS VITA training and certification by January 30, 2020.

**AmeriCorps Member Benefits:**

- A taxable living allowance of \$7,200.00 for the full term.
- Upon successful completion of the service term, eligible members will receive an education award of up to \$3,070.50. The education award can be used to repay qualified student loans or for further education in an accredited institution of higher learning, vocational or trade school.
- Loan forbearance. Members may qualify for postponement, or forbearance, of the repayment of their loans during service. The education award will help you pay off qualified student loans when you are finished. You may also qualify to have the interest accrued on your student loans during service paid for by the National Service Trust. You may contact your lender for more specific information to confirm your loan status during AmeriCorps service.
- Mileage reimbursement for travel between program sites, meetings and/or assignments. Mileage reimbursement does not include daily travel between home and service location.
- Professional development, trainings and networking opportunities.

**Evaluation and Reporting:**

- Mid-term evaluation
- End-of-term evaluation
- Monthly time sheets turned in no later than one (1) business day after the pay period ends.
- Monthly reports turned in to the Program Director no later than one (1) business day after the end of the month.

**How to apply:** Please submit a resume and cover letter to Emily Bartlett, Community Impact Direct Services Manager, United Way of Northwest Arkansas, 100 Parkwood Street, Lowell, AR 72745 or via email at [ebartlett@unitedwaynwa.org](mailto:ebartlett@unitedwaynwa.org). Please also submit an application online via the AmeriCorps website, [www.americorps.gov](http://www.americorps.gov) and select the United Way of Northwest Arkansas Statewide 211 AmeriCorps program in Arkansas.

**For more information:** Contact Emily Bartlett, Community Impact Direct Services Manager, at [ebartlett@unitedwaynwa.org](mailto:ebartlett@unitedwaynwa.org) or 479-303-4417.

**Member’s Legal Name:**

**Signature (Member):**

**Date:**

**Program Director Name:**

**Emily Bartlett**

**Signature (Program Director):**

**Date:**