



VITA Tax Volunteer Coordinator

ROLE SUMMARY

Support the VITA Site Coordinator and CAP-HC staff with volunteer recruitment, engagement and coordination of activities for the Volunteer Income Tax Assistance (VITA) Program. This volunteer role assists with volunteer communication and administrative coordination. The Volunteer Standards of Conduct (VSC) Ethics Training/Certification is required for this role. Training will be provided. Previous experience is preferred.

ROLE DESCRIPTION

- Assist VITA Site Coordinator/CAP-HC staff with recruiting VITA volunteers.
- Assist with volunteer interviews and help identify volunteers for different roles based on their certifications.
- Assist VITA Site Coordinator/CAP-HC staff with training, scheduling, and supervising VITA volunteers.
- Serve as the point of contact for volunteer questions and communication, program, or performance matters to the VITA Site Coordinator/CAP-HC staff.
- Assist with maintaining accurate volunteer records, including tracking volunteer time and managing related award programs.
- Assist VITA Site Coordinator/CAP-HC staff with organizing and promoting VITA events, including site selection, logistics, and managing supplies.
- Engage with other volunteers, staff, partners, and clients in a helpful and supportive manner.
- Maintain confidentiality of client information.

TRAINING REQUIREMENTS

- The Volunteer Standards of Conduct (VSC)– Ethics Training/Certification (Publication 4961)