

2026-2027 Member Position Description



Partner Organization Name: United Way of Acadiana

Corps Member Position Title: Volunteer & Program Outreach Coordinator

Supervisor: Marissa Winters

Days/Hours of Service: M-F 8-4:30

Physical Location: 215 E. Pinhook Road, Lafayette, LA 70506

Organization Mission and/or Goals:

United Way of Acadiana's mission is to unite people and organizations with passion, expertise, and resources to create more opportunities for a better life.

Our vision is an educated, prosperous, and safe Acadiana where all individuals and families achieve their potential.

United Way of Acadiana improves lives and strengthens communities across Acadia, Iberia, Lafayette, St. Martin, and Vermilion parishes by mobilizing resources, building partnerships, and engaging volunteers to address critical needs. Our work focuses on advancing youth opportunity, healthy communities, financial security, and community resiliency. Through collaboration with nonprofit partners, schools, and local organizations, we connect individuals and families with programs and resources that support long-term stability and opportunity.

A core focus of United Way's work is supporting ALICE households, individuals and families who are Asset Limited, Income Constrained and Employed. These households often work but struggle to afford basic necessities and benefit from programs that increase financial stability and access to services.

Program Mission and/ or Goals:

The Volunteer Income Tax Assistance (VITA) program provides free tax preparation services to low-to moderate-income individuals and families, helping them access refunds and credits that improve household financial stability. The program relies on strong volunteer engagement, partner site coordination, and effective outreach to reach residents across the region.

Member Position Summary:

The AmeriCorps member will serve in a combined role as a Volunteer Coordinator and Program Outreach Coordinator, with a primary focus on supporting the Volunteer Income Tax Assistance (VITA) program.

The member will:

- play a key role in strengthening the infrastructure, coordination, and sustainability of the program while expanding outreach to ensure services reach those who need them most.
- assist with volunteer recruitment, communication, and coordination to support VITA service delivery across multiple sites.
- support community outreach efforts to increase awareness of free tax preparation services, particularly among ALICE households and low- to moderate-income residents.
- contribute to program development by documenting processes, creating resources, and reporting.

A major outcome of this role will be the development of a comprehensive internal VITA program manual that outlines timelines, procedures, and key workflows.

Projected accomplishments include:

- Supporting coordination of VITA services across multiple sites
- Assisting in recruitment and engagement of volunteers
- Increasing community awareness of VITA services through outreach efforts
- Developing a comprehensive VITA program manual
- Supporting completion of grant applications and reporting requirements

Member Impact:

The member's service will directly improve access to free tax preparation services for low- to moderate-income individuals and families, helping them secure refunds and credits that contribute to financial stability. By strengthening volunteer coordination, outreach, and program infrastructure, the member will help ensure the VITA program operates efficiently and consistently across all sites.

Short-term goals include:

- Assist in coordinating VITA services for the current tax season
- Support recruitment and communication with volunteers
- Increase outreach efforts to targeted populations, including ALICE households
- Develop templates and begin documentation for the VITA program manual
- Track and report program outputs, including number of clients served and returns completed

Long-term goals include:

- Contribute to an increase or maintenance of individuals served through VITA
- Improve volunteer engagement and retention through clearer systems
- Strengthen partnerships with community organizations hosting VITA sites
- Complete a comprehensive and sustainable VITA program manual

- Improve overall program efficiency and consistency across service locations

Essential Functions of Position Include:

- Coordinate communication with volunteers regarding scheduling, training, and support
- Assist with outreach efforts to promote VITA services across the community
- Support coordination with partner organizations hosting VITA sites
- Track and report program data, including client and volunteer metrics
- Assist with development of grant materials and reporting documentation
- Create and maintain program documentation, templates, and internal resources
- Participate in community events, outreach activities, and volunteer engagement efforts
- Sit, stand, walk, and lift materials (up to 25 lbs) as needed for events and outreach

Skills, knowledge and trainings the corps member should expect to gain from this position

The Corps Member should expect to gain a variety of skills, knowledge, and trainings including:

- Volunteer coordination and engagement strategies
- Community outreach and public communication skills
- Grant writing and reporting processes
- Program development and documentation
- Data tracking and evaluation methods
- Knowledge of financial stability programs and resources, including VITA

Ideal Candidate Qualifications

- Strong communication and organizational skills
- Ability to work both independently and as part of a team
- Interest in community engagement, nonprofit work, or financial stability initiatives
- Basic computer skills (Microsoft Office, email, data tracking systems)
- Willingness to learn and take initiative
- Must have reliable transportation to travel to partner sites and community events across the five-parish service area. (Member will receive mileage reimbursement for travel)