

UpValley Family Centers



Position Title: Program Associate, Volunteer Income Tax Assistance Program

Employment Type: Non-exempt, temporary, part time 30 hours/week, January- April 2025

About UpValley Family Centers: UpValley Family Centers is a dynamic nonprofit organization that provides prevention services to strengthen children, adults, and families. Our mission is to provide guidance, support, and resources in the community, the home, and the individual so everyone can achieve a better life. Our offices are located in Calistoga and St. Helena; we serve children, youth, adults, and seniors. Taking a prevention-focused, community-responsive approach, our broad scope of services includes guided information and referrals, access to health services and other resources, education and mentorship opportunities for all ages, case management and counseling services, disaster relief and emergency preparedness services, and more. Learn more at www.upvalleyfamilycenters.org

About this position: The Program Associate supports our Volunteer Income Tax Assistance (VITA) Program. The Associate helps manage trained community volunteers and works closely with site managers to offer free income tax preparation services. The Associate will receive training and become certified by the Internal Revenue Service (IRS). They will help volunteers, answer client questions, provide quality assurance for the VITA program, and directly serve clients (interview, tax preparation and quality review). The Program Associate reports to the Economic Success Program Coordinator. This is an in-person, site-based position. The schedule for this position will be Tuesday-Friday afternoons/evenings and Saturdays during the day.

Essential Duties and Responsibilities:

- Take online trainings to receive IRS certification as an advance tax preparer.
- Assist with VITA outreach through the agency's programs that serve families, older adults, farmworkers, and other populations.
- Assist with coordinating and managing volunteers. Assess satisfaction of volunteers upon completion of their volunteer duties.
- Support volunteer tax preparers if they have questions, keep them updated on changes, provide feedback on their returns, and motivate them to do an excellent job.
- Assist VITA site coordinator to update processes for quality control.
- Perform intakes, prepare tax returns as needed and perform quality reviews of returns.
- Promote the savings initiative, motivating clients to save part of their refund.
- Assist with daily setup and close out of the tax clinic
- Follow up with clients on missing information and forms, and conduct reminder phone calls.

Desired Qualifications:

- Bilingual in English and Spanish is required.
- Excellent customer service skills and service-oriented.
- Ability to work with diverse ages and backgrounds
- Desire to be part of an organization supporting individual and family wellness and working towards solutions that address societal inequities.
- Understanding of/experience working in a nonprofit organization.
- Valid Driver's License and insurance, or other means of reliable transportation.
- Conduct a fingerprint background check and TB test and receive clearance.



Schedule: Tuesday-Saturday. This position requires evenings and Saturdays.

This job description is intended to indicate the kinds of work duties required in this position. It is not intended to limit or in any way modify the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.

Wage Range: \$19.60 - \$29.40 per hour

Actual payment within range will be contingent on several factors, including but not limited to the candidate's qualifications, education, experience, internal equity, and alignment with market data, following our compensation philosophy. Anticipated starting salary not expected to exceed the range median.

Benefits: 40 hours of paid sick leave; 3% one-time increase over starting salary for Spanish/English bilingual skills; and a supportive and team-oriented work environment.

UpValley Family Centers is a Blue Zones Project Approved™ organization that provides a variety of opportunities designed to foster employee wellness. We are committed to creating an equitable, sustainable, joyful culture where each team member can thrive.

To Apply: Email cover letter and resume to Karen Garcia at kgarcia@upvalleyfamilycenters.org. Position open until filled. No phone calls, please.

UpValley Family Centers is an equal-opportunity employer committed to maintaining a diverse staff and providing culturally responsive services.