



## Impact America SaveFirst Director Job Description

**Summary of Program:** Impact America activates recent college graduates to address consequences of poverty through health, economic, and education-based initiatives – creating lasting impact in local communities. In order for our communities and institutions to thrive, we desperately need the talent, vitality, and perspective that this generation can bring. In fact, this generation of college students and recent graduates is among the most charitable in American history, with many yearning for an opportunity to make a real difference in communities of need. Impact America provides that opportunity through distinct initiatives, in partnership with AmeriCorps, promoting change while cultivating leadership. Impact America programs are:

- **FocusFirst**, a high-tech vision care initiative serving young children in urban and rural areas
- **SaveFirst**, a free tax preparation initiative serving low-income, working families
- **SpeakFirst**, a debate and college preparatory program for high-school students

**General Description:** Under supervision from the National Program Director and in collaboration with State/Regional Directors, the SaveFirst Director oversees all aspects of the SaveFirst initiative including leadership and training, community relationships/volunteer management, and program administration.

### I. Leadership and Training

- Provides direct supervision to the SaveFirst Training & Operations Manager and the National Team Leader(s).
- In collaboration with State/Regional Directors, ensures AmeriCorps members receive regular and as needed support, oversight, and guidance.
- Schedules regular visits to each Impact America office location across the Southeast to ensure consistent and quality programming in each region Impact serves.
- Oversees SaveFirst training curriculum.
- Ensures training needs and compliance requirements are met.
- Coordinates with State/Regional Directors and AmeriCorps Director to plan SaveFirst training and AmeriCorps Members' service hours.
- Leverages growth and development opportunities for the Team Leaders.
- On an annual basis and in collaboration with the Regional Directors, completes a needs and capacity assessment to drive areas to modify, expand, or decrease services.
- As a member of Impact America's leadership team, serves as a role model for professional behavior and adherence to organizational policies and procedures.
- Exhibits an ongoing commitment to Diversity, Equity, and Inclusion of all individuals, both personally and professionally.

### II. Program Administration

- Ensures quality of service at sites through site monitoring, site reviews, and sampling of returns.
- Provides direct support to AmeriCorps Members when scheduled.
- Sets annual program management timeline and monitors completion of key program tasks.
- Establishes and monitors standard processes for program implementation in regional offices.

- Establishes and monitors policies and practices surrounding equipment management, confidentiality, technology, and general information security.
- Ensures quality and initiates program improvement efforts through oversight of processes, mid-season and end-of-season evaluations, and scheduled and unscheduled check-ins at sites.
- Collaborates with State/Regional Directors and Program Managers to prepare tax site operation plans that ensure program targets and grant commitments are met.
- Monitors program data/results on an ongoing basis and provides suggestions as needed to ensure the program is on track to meet targets/grant commitments.
- Collaborates with state/regional staff to develop and manage program budget
- Collaborates with the development team to share results or success stories with program funders and supporters.
- Evaluates program goals and strategies to ensure SaveFirst is as effective as possible.
- Assists National Program Director in development, data collection, and annual reporting of quality assurance measures.

### **III. Community Relationships and Volunteer Management**

- Raises the profile of the program in the communities we serve through diverse communication efforts including SaveFirst specific correspondence, media production, presentations, and website visibility.
- Participates in opportunities to network with professionals in similar industries.
- Oversees the successful recruitment, onboarding, training, and compensation (when appropriate) of volunteers and contract employees supporting the program.
- Oversees successful certification of volunteers.
- Oversees relationship with partner(s) who provide call center/appointment scheduling services and develops new strategies for call center/appointment scheduling as needed.
- Oversees the successful implementation of volunteer management software.
- Serves as the initiative liaison with SaveFirst national partners and/or funders.
- Monitors compliance with IRS VITA Grant Partner MOUs and assists in establishing new MOUs when necessary.
- Oversees process for collecting feedback from community partners, service recipients, and other program stakeholders and reports data and suggestions for improvement on an annual basis.

#### **Skills/Experience Required:**

- Program management experience, at least 3 years required
- Demonstrated ability to collaborate
- Strong verbal and written communication skills
- Strong attention to detail
- Demonstrated leadership qualities
- Note: Experience with tax preparation/understanding of tax law is not required.

**Location:** This position is Birmingham-based; may require both remote and on-site work during COVID

**Salary:** Commensurate with experience

**Reports to:** National Program Director

**Supervises:** SaveFirst Training & Operations Manager, SaveFirst National Team Leader

**Physical Requirements/Essential Functions:**

The physical demands described here are representative of those that must be met by an applicant to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sedentary physical activity requiring sitting for periods of time
- Talking and hearing
- 50% or more time is spent looking directly at a computer

*Updated February 2021*