



**JOB TITLE** Site Manager

**PROGRAM** VITA (Volunteer Income Tax Assistance)

### **JOB SUMMARY**

The VITA program coordinates the county-wide tax assistance program in partnership with United Way. VITA exists to assist low-income families develop and build financial assets through income supports that help meet daily expenses as well as begin the longer term process of saving. The site manager is responsible for daily operations of individual locations. The site manager will supervise volunteers on a daily basis at their assigned site and will ensure that clients are being served efficiently.

### **REQUIREMENTS**

1. Provide daily guidance to volunteers and program staff on work flow, problem solving, and task completion.
2. Engage client by maintaining regular contact to monitor and track progress and response to services.
3. Performs comprehensive assessments on clients according to established standards.
4. Organize supplementary and supportive documents, such as client changes in income, documentation of payment history, credit reports and other information required to continue service with clients.
5. Determine client suitability for program based on follow through with service plan. Initiates and completes case closure when appropriate.
6. Perform follow-up with clients to determine quantity and quality of service provided, assess client progress, and further assist in movement toward financial stability.
7. Develop, monitor and evaluate all site work plans, outputs and outcomes to ensure goals are met. Identify and implement actions to improve goal attainment as necessary.
8. Complete all necessary documentation to ensure compliance with funding requirements, licensing requirements, COA standards, and agency quality assurance standards.
9. Cultivate positive relationships with relevant funding and monitoring entities, faith based organizations, social service providers, and other community partners. Participate in appropriate community collaborations.
10. Develop an effective relationship with associate director, financial counselors, volunteers and support staff.

### **QUALIFICATIONS**

- Bachelor's degree in and one year experience in financial services or a combination of education and experience preferred.
- Bilingual skills in a common client language are preferred.
- Additional licensing and other qualifications may be required for particular programs according to state standards, funding requirements and agency policies.

### **WORK HOURS AND LOCATION**

Regular office hours vary depending on site location. VITA sites are located throughout Tarrant County and include:

- Tarrant County College- South Campus
- Tarrant County College- Southeast Campus
- Family Guide (Arlington)
- Opening Doors for Women in Need (Como)

- Near Northside Partners
- Hugh Smith Recreation Center
- Southeast Fort Worth (location TBD)
- Mobile site (travels throughout the county)

**TO APPLY**

Interested persons should fax or email a cover letter, resume, & salary requirements to:  
Catholic Charities, Diocese of Fort Worth, Inc.

Attn: Human Resources

249 West Thornhill Drive

Fort Worth, TX 76115

Fax: (817) 535-8779

Email: [ccresume@ccdofw.org](mailto:ccresume@ccdofw.org)

Due to the volume of responses, only qualified parties will be contacted.  
No phones call, please.

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