

Open Date: 09-24-24

## Community Resource Advisor

(2 part-time, temporary volunteer opportunities with stipend)

Tempe Community Council (TCC) is looking for two public service minded individuals who would like the opportunity to turn their interest into action. Community Resource Advisor (CRA) volunteers will each receive a \$500.00 stipend for their work at the conclusion of their contracted time. TCC's Volunteer Income Tax Assistance (VITA) program provides free tax preparation for vulnerable populations. In addition to tax preparation services, Tempe's VITA program also aids clients in identifying additional areas where they may need support and then connecting them to agencies who provide these services. The two CRA positions would have the opportunity to assist in creating this service and then implement it at the VITA site during the tax season. Tempe's VITA site is located at Gracie's Village, 1520 E. Apache Blvd., Tempe. The site is open 3 times per week for limited hours. Specific days and hours to be determined. The two positions will share the responsibility of working at the tax site during operating hours. Each CRA can expect to work approximately 8-10 hours per week.

### Essential Duties and Responsibilities:

- Research community resources and gain comprehensive knowledge of the programs and services.
- Gather flyers and other resources from each of the represented agencies and programs to distribute to clients.
- Assist in the creation of a new resource screening tool to assist in identifying a client's needed support.
- Be onsite at the VITA tax site during operating hours to engage with clients and meet one on one to provide this referral service.
- Collect referral forms and compile data from these forms to submit to TCC staff on a weekly basis.
- Work with the VITA Coordinators to open and close the site each day and assist as needed.
- Maintain the support and referral area and ensure it is always neat and fully stocked.
- Collect success/impact stories from clients regarding the services provided.

### Required Skills and Competencies

- Strong written and oral communication skills.
- Aptitude and passion for community-based programs.
- Ability to work a flexible schedule which will occasionally include evenings and weekends during the 2024-2025 tax season from mid-January until mid-April. Volunteers must be available for limited hours on a flexible schedule prior to tax season to work on service development and preparation.
- Experience in active listening to engage and establish trust with clients.
- Possess a non-judgmental attitude and an appreciation for diversity and the value of individual differences to enable working effectively with clients from diverse backgrounds.
- Possesses excellent, efficient organizational skills.
- Ability to collect and manage data and complete required reports.
- Proficient in Microsoft systems such as Outlook, Word, and Excel.
- Must have reliable transportation to and from tax site.
- Bilingual preferred.

To apply for this position, submit a resume and cover letter detailing why this position is of interest to you to [tccinformation@tempe.gov](mailto:tccinformation@tempe.gov).

**Closing Date:** Open until filled. First review of applications will be October 18, 2024.

**Questions?**

480.858.2300 | [tempecommunitycouncil.org](http://tempecommunitycouncil.org)

**Equal Employment Opportunity** - *Tempe Community Council (TCC) is an Equal Opportunity / Reasonable Accommodation employer. TCC does not discriminate on the basis of race, color, gender identity, sexual orientation, religion, national origin, familial status, age, disability, and United States military veteran status. Pursuant to the Americans with Disabilities Act, TCC will make a reasonable accommodation(s) during the recruitment and selection process. Persons with a disability may request a reasonable accommodation by contacting TCC at 480-858-2300. Requests should be made as early as possible to allow time to arrange the accommodation.*