



COLUMBUS METROPOLITAN HOUSING AUTHORITY
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United Way of Central Ohio VISTA Program Coordinator Job Posting

Job Posting Deadline: February 6, 2026 –

Please submit your resume to Hannah Bonacci, Director of Public Partnerships, at

Hannah.bonacci@uwcentralohio.org to apply!

Service Opportunity Listing

Join United Way's team to support Central Ohio families in improving their financial stability and access to critical resources through Tax Time. Duties include capacity building opportunities such as community outreach, grants management, VITA site support, and volunteer recruitment.

Project Description

United Way's mission is to improve the lives of others by mobilizing the caring power of our community. For 100 years, we've been building a stronger, more equitable central Ohio by helping families thrive and students succeed. United Way invests in 91 local nonprofits that provide individuals and families with resources and support needed to transition from poverty to financial stability. We focus on helping low- to moderate-income families coping with food insecurity, housing instability, lack of access to high-quality childcare and barriers preventing children from graduating from high school. United Way recently relocated to the Arena District, where we share space with other nonprofits at the Nationwide Community Impact Center.

The Tax Time Program is a collaboration of nonprofit, corporate and government organizations that provides free tax services and linkages to financial resources to low- and moderate-income households. United Way of Central Ohio serves as the Fiscal Administrator of the Tax Time Program and Nationwide Children's Hospital serves as the Program Administrator. Tax Time helps low- to moderate-income households claim valuable tax deductions and credits, avoid tax preparation fees and achieve greater financial stability. A VISTA member will help program staff increase community awareness about free tax preparation services, manage volunteer recruitment and retention, provide tax site support and help launch a new tax preparation site for limited English-speaking clients.

The ideal VISTA candidate will be able to effectively interact and work collaboratively with diverse volunteers, donors, partners and staff of all levels. We're looking for someone who has excellent writing and oral presentation skills, strong computer, time management and organizational skills, and the ability to independently problem-solve and make sound decisions that involve clients and volunteers. Most important, we're looking for someone who is passionate about helping others overcome financial obstacles that disproportionately impact low-income families, people of color and limited-English speaking individuals. The VISTA candidate will work closely with United Way and Nationwide Children's Hospital, supporting capacity building efforts for Tax Time's fiscal and program administration teams. The VISTA will have the opportunity to share expertise and gain experience in areas such as economic empowerment, grants management, program operations and design, volunteer recruitment and management, event planning, and strategic planning.

Benefits

- United Way currently offers a hybrid work schedule. This includes the requirement for a VISTA member to be in the office at least 2 full-work days per week and the member can work 3 days virtually. Days in-office vary based on departments in United Way and all employees, including the VISTA member, must have their proposed schedule approved by their supervisors. Depending on the weekly duties, employees may have to be in the office more than 2 days per week on a given week.
- United Way's work week is 37.5 hours vs. 40 hours.

- Flexible daily hours may be available year-round. Daily work schedule and any flextime hours must be approved by your department head.
- Summer hours are offered from Memorial Day through Labor Day. This consists of working longer hours per day, Monday through Thursday and a half day on Friday.
- The position that we are hiring for is located at our offices in the Community Impact Center (CIC) building, 215 North Front Street Columbus, OH, 43215. The CIC is located on the corner of Front Street and Spring Street in the Arena District in downtown Columbus. Parks, restaurants, shopping, and entertainment are all within walking distance.
- The VISTA member will be provided with a desk space in the CIC building.
- United Way will provide necessary office supplies for the VISTA member to complete all activities.
- United Way employees have access to a FREE COTA bus pass. A COTA bus stop is located close to our building. Parking is free to all employees in a conveniently located parking garage.

AmeriCorps VISTA Assignment Description

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| VAD Title: United Way of Central Ohio VISTA Member | |
| Objective & Activities | Period of Work |
| Objective 1: Expand community knowledge and support of the Tax Time Program services to increase Tax Time’s reach across Central Ohio and surrounding counties. | April 2026-March 2027 |
| Activity 1: Review a list of current community partners and United Way funded partners that Tax Time connects with for community outreach. | |
| Activity 2: Brainstorm additional community groups and organizations that serve households that could benefit from Tax Time services. | |
| Activity 3: Work with Success by Third Grade Network Director and the Tax Time Program Manager to create a specific outreach plan for each district based on the needs and capacity of each Network Director. | |
| Activity 4: Collaborate with Success by Third Grade Network Directors to attend events and meetings related to Tax Time’s mission that provide an opportunity to expand community knowledge about Tax Time. | |
| Activity 5: Collaborate with the CMHA team to disseminate information about Tax Time to CMHA residents and to be present at any relevant events to advertise Tax Time services. | |
| Activity 6: Attend any other community events, as available, to promote Tax Time to the Central Ohio community. | |
| Activity 7: Review Tax Time TaxSlayer 2024 season data to see what zip codes receive the most service from Tax Time and the zip codes that have the largest gaps in service. Compare this data with 211 final report data. | |
| Objective 2: Create a volunteer recruitment plan to increase the number of volunteers who can support the Tax Time Program. | April 2026-March 2027 |
| Activity 1: Review the current Tax Time recruitment list of local organizations, universities, and companies that can be contacted about volunteering for Tax Time. | |
| Activity 2: Update the current Tax Time recruitment list with additional contacts and restructure the document as needed to reflect organization, clarity, and efficiency. | |
| Activity 3: Beginning in September 2025, contact each group identified on recruitment strategy spreadsheet, share information about Tax Time, our need for volunteers and gauge interest in promoting volunteer opportunities throughout their respective networks. | |
| Activity 4: Organize interested party meetings with groups that indicate interest in learning more about Tax Time and the program’s array of volunteer opportunities. | |
| Activity 5: Follow up with any groups or individuals who express interest in completing the volunteer registration and training process and create a log with prospective volunteers’ contact information. | |
| Activity 6: Share volunteer registration information with everyone on the prospective volunteer's log | |
| Objective 3: Assist with the planning and implementation of Tax Time special events, such as volunteer trainings and Super Saturday 2026, to increase the growth and success of Tax Time programming. | April 2026-March 2027 |
| Activity 1: Review current planning documents and guides for each event and training and provide feedback on improvements | |
| Activity 2: Update surveys and testimonial forms provided for trainings and events. | |

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| Activity 3: Attend Super Saturday Planning Committee meetings and actively participate in discussions. | |
| Activity 4: Observe and review Super Saturday event preparation, planning and marketing efforts and provide recommendations for process and event improvements. Attending the entirety of the event is recommended and will support the VISTA member's ability to complete this task. | |
| Activity 5: Observe and review special events preparation, planning, and marketing efforts and provide recommendations for process and event improvements. Special events include but are not limited to following: volunteer trainings, pop-up events with partners for tax education and preparation, the volunteer celebration, and Super Saturday. Attending the special events is recommended and will support the VISTA member's ability to complete this task. | |
| Objective 4: Provide support to all community-based tax preparation sites to ensure they operate efficiently, provide high quality services to clients and meaningful experiences for volunteers. | April 2026-March 2027 |
| Activity 1: Collaborate with Tax Time staff to review current storage spaces for Tax Time supplies and provide recommended actions on how to best manage the materials for the current season and future years. Create a supply management guide that future staff can use to keep the areas organized. This will improve efficiency for seasonal supply pick-up and drop-off as well as special events management. | |
| Activity 2: Collaborate with Tax Time staff to organize the supply storage spaces. All United Way of Central Ohio staff are required to keep their individual cubicle and team storage areas organized. | |
| Activity 3: Complete trainings required for Tax Time volunteers and obtain IRS Volunteer Income Tax Assistance certifications by January 20, 2026. | |
| Activity 4: Serve as an in-person and/or virtual intake specialist, greeter, spokesperson and tax preparation roles a few times to gain the experience and knowledge necessary to complete capacity building tasks related to volunteer recruitment, site setup, and event implementation. This is a role all Tax Time staff complete in some capacity to gain the necessary perspectives to inform our team's work. | |
| Activity 5: Conduct at least one site visit to an in-person Tax Time VITA site during the 2026 season to observe how a VITA site operates, connect with VITA volunteers, and gain the perspective to provide ideas and feedback about VITA site operations. | |
| Objective 5: Seek grant funding and in-kind donations to ensure the sustainability and growth of the Tax Time Program. | April 2026-March 2027 |
| Activity 1: Review the Tax Time budget with the Tax Time Program Manager to understand current revenue sources for Tax Time and to help diversify funding streams. | |
| Activity 2: Review a list of potential grant sources and document a plan for what applications to prioritize based on calendar dates and their fit with Tax Time's mission and programs. | |
| Activity 3: Seek funding opportunities that expand the diversity of Tax Time's funding sources and provide a mix of private and public funds. | |
| Activity 4: Collaborate with the Tax Time Program Coordinator and Manager to complete funding applications. | |
| Activity 5: Review the current outreach plan for in-kind donations towards volunteer appreciation giveaway items from local companies and expand upon the list to cover gaps in the outreach plan. | |
| Activity 6: Conduct outreach to groups and organizations on the list for in-kind donations to secure items for the 2026 season. | |

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| <p>Objective 6: Collaborate with the Tax Time Program Manager to oversee the design and implementation of the Economic Mobility Accelerators Program pilot for 2025 and 2026.</p> | <p>April 2026-March 2027</p> |
| <p>Activity 1: Review EMA Program design, planning, and implementation documents to learn about the program</p> | |
| <p>Activity 2: Participate in EMA Program team meetings</p> | |
| <p>Activity 3: Support communication efforts with EMA pilot participants to help them progress through required program steps.</p> | |
| <p>Activity 4: Review EMA program client documents and provide feedback on improvements that will increase conciseness and clarity.</p> | |
| <p>Activity 5: Assist in reviewing and analyzing data gathered through the EMA program.</p> | |
| <p>Activity 6: Collaborate with EMA program leaders to improve year 2 processes and documents.</p> | |
| <p>Activity 7: Conduct outreach as needed to other organizations doing similar work to the EMA Program that can serve as future partners to this pilot project.</p> | |
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| <p>Objective 7: Support the Public Partnerships Department team in growing internal capacity</p> | <p>April 2026-March 2027</p> |
| <p>Activity 1: Collaborate with Public Partnerships staff members to seek grant funding to ensure the sustainability and growth of United Way initiatives, through activities such as researching prospective grants, conducting outreach to potential funders, etc.</p> | |
| <p>Activity 2: Assist Public Partnerships staff members in completing grant funding applications.</p> | |
| <p>Activity 3: Participate in Public Partnerships team meetings to ensure awareness of key information and happenings in the department and organization.</p> | |
| <p>Activity 4: Participate in the program investment process for United Way funded partners to provide support and feedback on improvements to the application process and participation requirements once an organization is chosen as a funded partner.</p> | |
| <p>Activity 5: Assist in the planning and implementation of special events or special projects resulting from the VISTA Member’s participation in fundraising activities and program investment process activities.</p> | |

I. On-site Orientation

Each subsite is responsible for conducting on-site orientation for their VISTA member(s).

On-site Orientation Guidelines

On-site orientation should take place within the first week of VISTA members' service. If your organization already has orientation in place for new employees, you are encouraged to have your VISTA member(s) complete this orientation and to build upon it by incorporating additional sessions specific to the Member's VISTA project. The on-site orientation plan should be at least one week long. At the end of your On-site Orientation, each VISTA member should have a clear understanding of the following:

- The subsite organization's mission, background, and purpose
- The background of the community(ies) and population(s) served by the subsite
- The purpose of the subsite VISTA project
- The relationship between the subsite and CMHA
- What potential resources will be available to help achieve the objectives and activities outlined in their VAD
- Their supervisory structure and expectations regarding attendance, communication, reporting, etc.
- The objectives and activities outlined in their VAD and the steps needed to complete each
- How progress toward achieving VAD milestones will be assessed

Complete a section in the table on the following page for each activity or session that will be part of the subsite on-site orientation. **Do not remove the sessions already listed. These are required for all VISTA Members.**

On-Site Orientation Agenda

Session Title: Launching VISTA Service Webinar

Date: First Day of Service

Time: 3:00pm-4:30pm

Trainer/Presenter: AmeriCorps

Subject Matter Description:

The VISTA Member will attend AmeriCorps' Launching VISTA Service webinar which will include an in-depth overview of AmeriCorps' program structure, onboarding process, and the elements of VISTA service.

Session Objectives:

The VISTA Member will gain a better understanding of the AmeriCorps VISTA program and onboarding process and take their oath of service.

Session Title: The RISE Center VISTA Program Orientation

Date: Second Day of Service

Time: TBD

Trainer/Presenter: CMHA Staff

Subject Matter Description:

CMHA staff and active VISTA Leaders will present an overview of The RISE Center's VISTA program and review instructions/expectations surrounding timecard submission, communication, reporting, etc.

Session Objectives:

The VISTA Member will gain an understanding of The RISE Center's program structure and their requirements related to timecards, reporting, etc.

Session Title: Onboarding by Human Resources

Date: First Day of Service

Time: 10-12pm

Trainer/Presenter: Da'Nita Abney,
HR Manager

Subject Matter Description: Complete new hire paperwork. Tour Nationwide Community Impact Center. See workstation location. Parking pass, staff ID and suite key issued. Review attendance and call-off procedure, United Way's Employee handbook and other policies and procedures.

Session Objectives: Ensure VISTA member feels welcomed and obtains a clear understanding of the mission and vision of United Way. VISTA member also understands how to access parking and United Way offices, copiers and break room. VISTA member gains understanding of United Way policies and procedures.

| Session Title: Technology | | |
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| Date: First Day of Service | Time: 1pm-3pm | Trainer/Presenter: Mel Gresson, Sr. Director of Technology |
| Subject Matter Description: VISTA member is issued a company laptop and is assigned a United Way email and phone number. CRM and Virtual Office platforms are reviewed. | | |
| Session Objectives: Vista member receives company-issued laptop, instruction about email and accessing documents and information via CRM and SharePoint. Vista member also receives a thorough review of United Way policies for using company-issued IT equipment. | | |
| Session Title: Overview of Tax Time Program | | |
| Date: Second Day of Service | Time: 10am-3pm | Trainer/Presenter: Hannah Bonacci, Director of Public Partnerships |
| Subject Matter Description: Overview of Tax Time Program and role expectations. Tax Time partnership with CMHA and school districts is reviewed. Department reporting structure addressed, including format for weekly touch-base meetings with Director of Public Partnerships. Review Tax Time budget and funding sources, role of volunteers and current volunteer recruitment strategies. Read IRS Volunteer Income Tax Assistance proposal. Review onboarding documents about United Way of Central Ohio, staffing structure, and United Way Worldwide. | | |
| Session Objectives: VISTA member obtains a thorough understanding of United Way Worldwide, United Way of Central Ohio, and the Tax Time Program. VISTA member and Tax Time team will discuss VISTA member's work style, short-term goals and work assignments for the coming weeks. VISTA member is also introduced to other department staff and United Way's Leadership Team. | | |