

AARP Foundation Tax-Aide Position Description: **District Coordinator**

PROGRAM

AARP Foundation Tax-Aide provides free personal income tax counseling and tax preparation to middle- and low-income taxpayers, with special attention to those age 50 and older.

POSITION SUMMARY

The District Coordinator (DC) implements program plans in one assigned geographic district within a state.

RESPONSIBILITIES OF POSITION

- Communicate and set district procedures and goals
- Manage District Management Team (DMT)
- Assure District data reports are accurately prepared and submitted to meet state and national needs
- Identify and find resolutions to issues
- Nurture and encourage volunteers
- Encourage diversity
- **Ensure that all IRS, AARP Foundation Tax-Aide policies and procedures are in place and followed**
- Recruit new volunteers
- **Identify and develop future District Management Team leaders and Local Coordinators**
- Visit sites (or delegate DMT to do so) to observe what is happening at the sites
- Attend training and other meetings in the district to interact with volunteers and listen to their ideas
- **Ensure training is conducted correctly**
- **Drive/develop depth within the organization by requesting leaders and all volunteers to find their replacements**
- **Delegate when appropriate**

SKILLS & TRAITS

- Ability to provide positive reinforcement
- Ability to bring a diverse group together for a common goal
- Strong communication skills (provide all information to volunteers)
- Ability to motivate volunteers with a positive attitude
- Collaboration skills
- Strong people skills
- Ability to be flexible and open-minded
- Awareness of the need to recognize volunteers (e.g., say “Thank you” to help motivate volunteers 1 on 1)
- Understanding of all positions at sites
- Strong listening skills; every site is different--accept those differences

TERM OF SERVICE AND ELIGIBILITY

The DC is appointed for a two-year term, contingent upon satisfactory annual review, and may be reappointed for subsequent two-year terms. The DC is eligible for other AARP / AARP Foundation volunteer positions, including those with AARP Foundation Tax-Aide.

TIME, TRAINING, AND TRAVEL REQUIRED

Time commitment varies according to geographic area and number of volunteers. The position usually requires more time from September to May, with the greatest commitment during fall planning. The DC must acquire the knowledge of all procedures associated with the program. Familiarity with tax procedures is helpful but detailed tax knowledge is not required. The DC is required to visit the sites and training locations to monitor operations, and attend state and district meetings as necessary.

APPOINTMENT, SUPERVISION, AND SCOPE OF AUTHORITY

The DC is appointed by the State Coordinator with concurrence of the Regional Coordinator. The DC reports directly to the State Coordinator, and manages and implements program policies and procedures within an assigned district. The DC supervises Local Coordinators, Instructors, Administrative, Communications, and Technology Coordinators and works closely with state management team specialists.

AVAILABLE RESOURCES: This position description is a high level overview and is intended to be used in conjunction with the DC Guide. The DC will be afforded the necessary guidance, training and materials needed to facilitate leadership responsibilities. Additional support and training are provided from National Office, State Coordinator, and IRS.