

JOB TITLE: Community Impact Assistant

TEAM: Community Impact

FLSA STATUS: Non-Exempt

REPORTS TO: Senior Director of Community Impact

DATE: June 2026

POSITION SUMMARY

The Community Impact Assistant provides administrative, operational, and program support to United Way's Community Impact team. This position assists with the coordination of volunteer-driven programs, maintains accurate records and data, supports community events and initiatives, and serves as a key point of contact for volunteers and community partners. The Community Impact Assistant helps ensure the efficient delivery of programs such as Read to Succeed, Volunteer Income Tax Assistance (VITA), Kindergarten Countdown Camp, and other community impact initiatives by providing logistical support, volunteer coordination, communications, and data management.

KEY RESPONSIBILITIES

Read to Succeed

- Manage volunteer participation and scheduling for Read to Succeed.
- Monitor volunteer attendance and participation.
- Ensure completion of volunteer contracts, background checks, surveys, and required documentation.
- Communicate regularly with volunteers regarding schedules, expectations, and program updates.
- Monitor and collect volunteer feedback regarding program delivery and effectiveness.

Volunteer Income Tax Assistance (VITA)

- Assist with scheduling taxpayer appointments and volunteer shifts.
- Support volunteer recruitment and onboarding processes
- Complete all required IRS certifications.
- Prepare materials and supplies for VITA sites.
- Assist with data entry, recordkeeping, and reporting requirements.
- Provide administrative support during tax season as needed.

Kindergarten Countdown Camp

- Assist with participant registration, communications, and program logistics.
- Support preparation of materials and supplies.
- Maintain participants and volunteer records.

Volunteer Center & Admin Support

- Provide technical assistance and customer support to nonprofit partners, volunteers, and community members utilizing United Way's Volunteer Engagement Center and online volunteer platform.
- Assist with the administration and maintenance of the Volunteer Engagement Center by ensuring volunteer opportunities, nonprofit profiles, and participation data are accurate, current, and accessible to the community.
- Provide day-to-day administrative support to Community Impact staff.

- Support grant-related data collection and reporting efforts.
- Perform basic research and information gathering as requested.

Communications & Partner Relations

- Establish and maintain positive relationships with volunteers, nonprofit partners, schools, and community stakeholders.
- Provide accurate, professional, and timely communication via phone, email, mail, and online platforms.
- Assist with volunteer recruitment and outreach efforts.
- Support the maintenance of volunteer engagement platforms and databases.

Events & Community Engagement

- Assist with planning and execution of volunteer recognition events, trainings, meetings, and community initiatives.
- Coordinate event logistics including registration, attendance tracking, refreshments, materials, and volunteer support.
- Support community outreach and engagement activities as assigned.

Other Duties

- Collaborate with United Way staff across departments to support organizational goals.
- Perform other duties as assigned to advance the mission of United Way.

Qualifications

- Associate's degree or equivalent experience preferred.
- Experience in administrative support, customer service, volunteer coordination, education, nonprofit, or related field preferred.
- Strong organizational and time management skills.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office Suite and database systems.
- Ability to manage multiple priorities while maintaining attention to detail.
- Ability to work effectively with volunteers, community partners, and diverse populations.

COMPETENCIES

This set of competencies represents the **CORE** competencies that **ALL United Way staff** regardless of role and position must possess. The Core Competencies represent the foundation and must be integral part of each position. The functional competencies are add-on to the core competencies, further defining the specific roles and positions as they relate to a particular job function the staff member is performing.

- **Mission-Focused:** Catalyze others' commitment to the mission to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations.
- **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating,

resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.



- **Brand Steward:** Steward of the brand and understands their role in growing and protecting the reputation and results of the greater network.

PHYSICAL REQUIREMENTS and ENVIRONMENT:

To accomplish the essential functions of the position, one must be physically able to frequently and routinely:

- Walking short distances
- Bending, stooping, twisting
- Reaching above and/or below the shoulder
- Handling/grasping documents or office equipment
- Sitting and/or standing for short or extended periods of time
- Clear speaking and adequate hearing sufficient to communicate effectively and respond appropriately in person and/or on the telephone
- Vision sufficient to read source materials and computer screen data
- Repetitive motions for computer equipment use
- Requires exertion of force of 20 pounds occasionally, 10 pounds frequently, and/or 5 pounds continuously to lift/carry/move objects, files, and documents
- Work is performed primarily in an office environment using standard office equipment

TRAVEL

Travel is primarily local during the business day.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship. The job description is subject to change with or without notice at any time.

By signing below, I am acknowledging that I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations.

Received and accepted by Employee:

Signature: _____ Date: _____

Printed Name: _____

United Way of Greater Lafayette is an Equal Opportunity Employer, Drug-Free Workplace and complies with ADA regulations as applicable.