



WNC Economic Recovery Program - Volunteer Coordinator Asheville Area

Job Description

Pisgah Legal Services is a community-based non-profit corporation governed by a local Board of Directors. PLS has an annual budget of \$8 million from a multitude of funding sources. Located in the Blue Ridge Mountains of Western North Carolina, Pisgah Legal Services (PLS) provides free civil legal assistance to low-income people in western North Carolina. PLS has offices in Asheville, Burnsville, Hendersonville, Rutherfordton, Brevard, Highlands/Cashiers and Marshall. With a dedicated and growing staff of ninety-six, including thirty-six attorneys plus supporting staff, and an active pro bono panel of 300 private attorneys, the program provides free services to more than 20,000 people per year to meet their basic needs, primarily in the poverty law areas of housing, public benefits, domestic violence prevention, health care, income, immigration, and consumer law.

Nature and Location of Position: Pisgah Legal Service is introducing a new program, the WNC Economic Recovery Program to support our mission in 18 Western North Carolina counties as part of a multi-year grant funded expansion of anti-poverty work within the broad areas of free tax preparation/tax credits and outreach/enrollment for Affordable Care Act health insurance. Counties serviced include: Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, McDowell, Macon, Madison, Mitchell, Polk, Rutherford, Swain, Transylvania and Yancey. The WNC Economic Recovery Program is designed to have long-term impact through two main priorities: (1) reduce the child poverty rate in each WNC county and (2) increase the insured rate through quality, affordable health care coverage in each WNC county. The program will work in conjunction with the entire PLS legal aid staff to support expanding free legal assistance to help a growing number of low-income people each year to solve problems related to basic needs, particularly housing, domestic violence, health care, and insufficient income.

The Volunteer Coordinator will be supervised by the Director of Systems, Training and Compliance and work in the Asheville office or one of the other PLS offices to recruit, orient, training, support and follow up with volunteers in the newly expanded Economic Recovery Program to (a) boost the rate of insured low-income people and (b) reduce the number of children living below the federal poverty line across the 18 westernmost counties of N.C. The role will include recruiting, training, scheduling, and retention of volunteer health insurance Navigators and Tax Preparers.

Key Responsibilities

- Track and respond to volunteer inquiries in a timely manner.
- Schedule and conduct volunteer interviews.
- Schedule and arrange training/orientation for new volunteers.

- Schedule and facilitate volunteer group trainings/information sessions.
- Prepare and coordinate volunteer tax preparation and ACA appointment calendars.
- Coordinate outreach to volunteer organizations to recruit new volunteers.
- Work with program directors on capacity and volunteer performance.
- Track volunteer hours volunteers across different regions and potentially partnering with other organizations.
- Seek out and attend trainings and continuing education for job-related topics.
- Train and maintain current certification as both a Certified Application Counselor/Navigator and a VITA Tax Preparer.
- Other duties as assigned.

Qualifications

- Commitment to PLS' mission, values and vision.
- Experience in volunteer coordination.
- Aptitude for working in database systems.
- Experience with organization and tracking and filing information.
- Demonstrated commitment to serving low-income people and communities preferred.
- Strong interpersonal skills and the ability to work well with teams and independently.
- Ability to work collaboratively with in a variety of nonprofit and health care stakeholders.
- Excellent writing skills.
- Detail-oriented, accurate and organized.
- Desire and ability to work in a fast-paced environment.
- Ability to prioritize and handle multiple tasks simultaneously.
- Highly proficient in Excel, Word, PowerPoint and Outlook.
- Excellent communication skills (both written and verbal).
- Valid driver's license.

Salary/ Benefits

Salary ranges from \$31,120 – \$48,339 depending on experience.

Our salary scale is predetermined based on the years of relative professional work experience that qualify for this position to ensure equity in pay. Pisgah Legal Services is a Living Wage Certified Employer in 18 WNC counties: Avery, Buncombe, Burke, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, McDowell, Macon, Madison, Mitchell, Polk, Rutherford, Swain, Transylvania and Yancey.

Pisgah Legal Services Pays 100% of the Employee Only and 50% of the Dependent Cost for BCBSNC Medical and Dental coverage. Pisgah Legal Services 50% of the Dependent Cost for BCBS Vision coverage. Employees are eligible for medical, dental and vision coverage the 1st of the month following the hire date. Pisgah Legal Services Pays 100% of Long-Term & Short-Term Disability Coverage, Life Insurance Coverage of 5x base salary + an additional \$15,000 Life & AD&D Coverage. 401k Retirement Plan with Company Matching available after 6 months of

employment. Additional Fringe Benefits includes Paid Maternity/ Paternity Leave, 12.5 Company Holidays, 22 Paid Leave Days, Employee Assistance Program and a great working environment with work life balance!

To Apply

E-mail resumé and cover letter describing relevant experience to employment@pisgahlegal.org. PLS invites all applicants to include in their cover letter a statement about how your unique background and/or experiences might contribute to the diversity, cultural vitality, and perspective of our staff and legal services practice.

Pisgah Legal Services is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

As an Equal Opportunity Employer, we will provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with our Human Resources department.

COVID-19 Safety Information:

Throughout the COVID-19 pandemic, Pisgah Legal Services has worked tirelessly to promote evidence-based practices across our entire organization. With this in mind, as of January 4th, all Pisgah employees will be required to provide proof of their COVID-19 vaccine. Employees who are unvaccinated or have an approved exemption will be required to provide verified weekly COVID-19 test results. We currently have COVID-19 safety precautions in place such as working remotely as our business allows, requiring face masks while meeting with clients or co-workers, providing outdoor meeting areas to meet with clients while wearing masks, limiting onsite visits by meeting virtually or by phone with clients. Pisgah Legal Services also conducts temperature checks at our location upon arrival.