



**Panhandle Community Services is an Equal Opportunity Employer*

Position	EITC Outreach Specialist	Program	Family Services
Reports to	Assistant Director of Outreach Services	Classification	Non-Exempt
Supervises	None	Status	Full-Time
Work Location	Varies	Salary Level	3
Hours	Typical Schedule is M-F 8:00 am-5:00 pm	Approved 10/15/2020	<hr/> Magi York, Executive Director

Job Summary

This position supports the mission of PCS to work with community partners to change lives and lead change for low-income people bridging the gap from poverty to self-sufficiency by obtaining the necessary information from individuals and families to determine eligibility for the Earned Income Tax Credit (EITC). This position will make presentations regarding the EITC program and make referrals to tax preparation services, and conduct follow-up surveys with families to determine the impact of the EITC. This position must be able to work various shifts including evenings, weekends, holidays, overtime as necessary, and during inclement weather.

Knowledge, Skills and Abilities

- Determine client eligibility for program services based on guidelines provided in the program operations manual.
- Enter program eligibility documentation in the designated client tracking system
- Conduct a monthly review of client data to ensure compliance with the program operations manual.
- Prepare and present information to families about the EITC and its importance.
- Conduct outreach in communities including schools and religious organizations about the importance of the Earned Income Tax Credit (EITC).
- Complete follow-up surveys of program participants.
- Maintain a list of tax preparation services that are offered at little to no cost.
- Attend and represent the Agency in consultations and meetings with other agencies and community organizations.
- Performs other duties as assigned

Minimum Requirements

High School Diploma or equivalent is required. Associate's degree in Social Work or a related field is preferred. A minimum of one (1) year experience in social work, or a customer service field is required. A valid Texas Driver's License and proof of liability insurance are required.

General Organizational Responsibilities

- Support the mission and vision of Panhandle Community Services
- Comply with all organizational policies and procedures
- Demonstrate competence in assigned job responsibilities
- Perform work accurately and in a timely manner
- Demonstrate learning initiative and take opportunities for improvement
- Maintain the confidentiality and security of client data and organizational information
- Display a professional demeanor and attitude

- Support and facilitate positive interaction with others
- Exhibit personal maturity and respect for others
- Demonstrate punctuality in attendance, and use Panhandle Community Services' time keeping software to document accurately regular hours, overtime hours, and approved Paid Time-Off (PTO)
- Maintain facilities to retain professional appearance and function
- Maintain office equipment to achieve maximum usefulness
- Remain drug-free, as verified by periodic drug screenings
- Attendance and participation in organizational team meetings
- Participate in community outreach projects as requested

Work Environment

- Office, involving frequent interaction with the public, co-workers, and volunteers; regular use of telephones, copy machines, and computers; organization and securing of work documents. Will have frequent interactions with executives, auditors, consultants, and other professional level positions.
- **Attendance and participation in organizational team meetings and all staff days is required, some of which will take place on weekends at off-site locations.**

Physical Requirements

- Must be able to carry up to 25 pounds for short distances.
- Ability to sit or stand for up to 2 hours at a time.
- Must be able to travel to the 26 counties that comprise the Texas Panhandle to visit remote centers as necessary.
- Must be willing to work long hours including evenings, weekends, holidays, and overtime as necessary to meet required deadlines.

Employee Affirmation: My signature below indicates that I have read and understood the requirements for this position. I am willing and able to carry out the duties and responsibilities required.

Signature

Date