



SAN FRANCISCO CASA

Employer: San Francisco CASA
Position: Aftercare Services and Tax Project Specialist
Status: Full-time exempt
Posted: August 2023; open until filled

Organization Overview

Through advocacy and mentorship, San Francisco CASA empowers community members to stand up for a foster child and champion their rights in court and the community. SFCASA recruits, trains and provides ongoing support to community volunteers serving as Court Appointed Special Advocates to advocate for the best interests of youth in the foster care and juvenile justice systems. Through sustained, relationship- and strength-based support during and after systems involvement, SFCASA creates positive change in children's lives, providing them with hope, stability and opportunities to thrive in preparation for healthy, productive adult lives. More information can be found at www.sfcasa.org.

Position Overview

Financial justice through economic inclusion and poverty alleviation are critical components of short- and long-term wellbeing for current and former foster and probation youth. While many resources are available to San Francisco's youth, without systems navigation support, few youth are currently accessing these services. The Foster Youth Tax Project is an innovative and impactful response to this significant need. In 2023 SFCASA's Volunteer Income Tax Assistance (IRS's VITA Program) site supported current and former foster youth to realize \$80,000 in total refunds with an average credit/rebate of \$1,904 per filer.

Ongoing relationship-based mentorship and support for young adults who have exited the foster care or probation systems is key to advancing their wellness and stability. As a complement to existing community resources and to build greater access to a continuum of support, SFCASA will design, coordinate and deliver—through partnerships and volunteers—vibrant and culturally responsive aftercare services with a focus on Transition Age Youth.

The Senior Coordinator for Aftercare Services and the Tax Project has two primary responsibilities: to advance SFCASA's VITA Clinic and to grow aftercare programming delivered through partnerships, volunteers and peer mentors. Success in the role will include growing the impact of the Tax Project and expanding on that success to increase access to and utilization of the many other benefits and services available to San Francisco's transition age youth. This position will report to the Director of Programs who reports to the Executive Director.

Responsibilities

Plan, Coordinate, Market and Grow SFCASA's VITA Clinic

- Satisfactory completion of IRS training and certification including Basic or Advanced Tax Preparer VITA certifications; and Site Coordinator, Intake and Interview and Volunteer Standards of Conduct VITA certifications for upcoming 2024 filing season
- Completion of forthcoming specialized Tax Project certification training in partnership with John Burton Advocates for Youth
- Prepare and maintain the SFCASA physical and virtual tax sites to be in compliance with IRS requirements

- Recruit, schedule and support volunteer tax preparers to conduct intake, tax return preparation, and quality review appointments with clients, matching the filing needs of clients with Basic or Advanced qualified volunteers accordingly
- Coordinate youth recruitment through CASAs and partner programs
- Maintain organized, accurate and up-to-date electronic (and as needed physical) client tax information and records in compliance with IRS protocols, ensuring confidentiality and data integrity for reporting needs
- Conduct intake and tax return preparation (and ideally quality review if Advanced certified) appointments in support of SFCASA's service goals for the 2024 filing season
- Create a welcoming and non-judgmental virtual and in-person space for tax clients, all of whom have experienced trauma through their involvement in the foster care and/or juvenile justice systems
- Identify and share information with clients about additional specialized services and resources
- Organize volunteer tax preparer appreciation efforts and participation in an end of tax season celebration

Design services and advance partnerships to support Aftercare/Continued Care programming

- Design and coordinate vibrant and culturally responsive aftercare/continued care programming including creating a youth friendly physical space that centers best practices' principles for outreach and sustained engagement of current and former foster youth to drive improved experiences and outcomes
- Ensure that programming is designed to sustain, support and strengthen youth and young adults in three areas: Community Connections (Relationships and Networks); Health and Wellbeing; Economic Inclusion and Stability
- Provide education and systems navigation support that results in greater access to income, housing and health benefits and resources for young people transitioning from children/youth to adult systems of care
- Engage youth, CASAs, volunteers and partners in program and resource development and delivery
- Support completeness of Salesforce database input to promote and ensure data integrity for program learning, reporting and analytics
- Partner with the Program Management Team (Program Managers and Director of Programs) to support achievement of individual, team and organizational goals and create, analyze and refine metrics to evaluate individual and team performance

Additional Responsibilities

- Establish and maintain professional working relationships with tax project and aftercare clients and volunteers supporting the tax project and aftercare programs, and with community partners serving current and former foster and/or juvenile probation involved youth including the San Francisco Human Services Agency—Family and Children's Services, the San Francisco Juvenile Probation Department, John Burton Advocates for Youth, the San Francisco Independent Living Skills Program (SF ILSP) as well as other mission-aligned CBOs
- Partner with the Director of Programs, Database Specialist and Grants and Contracts Manager to create and provide reporting and analytics for both the tax project and Aftercare/Continued Care programming in support of funding and program evaluation

Qualifications and Requirements

- Strong working knowledge of community resources for TAY in the City and County of San Francisco and greater Bay Area counties; must be knowledgeable of and practiced to support/coach current and former foster youth with the following:

- Post-secondary educational and vocational opportunities and requirements;
- Financial resources including applying for and maintaining eligibility for financial aid, CalFresh, CalWORKs, Medi-Cal, GA/GR and related benefits; and
- THP_NMD, SILP, THP-Plus and other housing options and requirements for San Francisco and greater Bay Area
- Demonstrated experience in strengths-based coaching and advocacy for TAY using trauma informed care, positive youth development, and motivational interviewing
- A passion for community volunteerism
- Deep commitment to engage and evaluate the impact of relationship-based advocacy through data integrity and continuous learning for SFCASA to ultimately improve experiences and outcomes for young adults
- Comfortable and adept with exploring, learning and utilizing new software programs, including TaxSlayer Pro and scheduling and meeting platforms such as Zoom
- Competence in Microsoft Word, Excel, Outlook and Google docs programs, and comfort with computing hardware
- Strong written and oral communication skills, including timely responses to the scheduling needs of FYTP clients and volunteers—the tax clinic can be a fast-paced environment
- Flexibility with hours, including regularly scheduled early evenings and weekends.
- Demonstrated respect of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability or gender and experience working with culturally diverse populations
- Ability to maintain confidentiality and exercise diplomacy and discretion in communication with others
- Spanish-English bilingual and BIPOC candidates strongly encouraged to apply
- SFCASA is committed to centering and supporting the voices of former foster youth. Applicants with lived experiences of the dependency system and/or other system involvement are highly encouraged to apply.

Salary & Benefits

Salary for this position is \$75,000 per year. SFCASA offers a hybrid working environment (currently 60% in office and 40% remote) and a robust benefits package including health, dental and vision insurance; a 403(b) retirement savings fund; flexible spending plans for medical, dependent care, and commuter expenses; and generous vacation, sick leave and paid holidays. Employees in their first year accrue 15 vacation days and 12 sick days annually and receive 16 paid holidays per year, including their birthdays off.

To Apply

Please send a cover letter, resume and three references in one PDF file via e-mail to resumes@sfcasa.org with “Aftercare and Tax Specialist” in the subject line. Please, no phone calls or site visits. This position will remain open until filled; complete applications will be reviewed as they are received.

SFCASA is committed to workforce diversity and does not discriminate on the basis of age, race, color, religion, disability, sexual orientation, gender identity, or veteran status. Qualified applicants will receive full consideration without regard to age, race, color, religion, disability, sexual orientation, gender identity, or veteran status. SFCASA will consider qualified applicants with arrest or conviction records for employment in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance.

San Francisco CASA is an equal opportunity employer.