

JOB DESCRIPTION

Position Title	Department	Reports to
Impact Officer	Impact	Director of Impact
Employment Status	FLSA Status	Effective Date
☐ Temporary ☒ Full-Time ☐ Part-Time	☐ Non-Exempt ☒ Exempt	8/24/26

Position Summary

The Impact Officer provides critical administrative, operational, and programmatic support to United Way of York County's Impact Department. This position is responsible for coordinating key community impact initiatives, managing program logistics, maintaining accurate records and reporting, supporting grant administration activities, and ensuring effective implementation of programs that serve York County residents.

The Impact Officer serves as the primary administrative coordinator for several community programs, including Early Childhood Education (ECE) Scholarship administration, Lyft Request-a-Ride voucher management, grant administration support, and key administrative functions associated with VITA (Volunteer Income Tax Assistance). The role requires exceptional organizational skills, attention to detail, and the ability to manage multiple priorities while providing excellent service to community partners, program participants, volunteers, and stakeholders.

This position works collaboratively across departments and with external partners to ensure the efficient operation of Impact Department programs and initiatives.

Essential Functions

ECE Scholarship & Community Program Administration (Approximately 25%)

- Coordinate all administrative functions related to the Early Childhood Education (ECE) Scholarship Program.
- Process scholarship applications and supporting documentation, ensuring completeness and compliance with program requirements.
- Maintain accurate participant records and program files.
- Serve as a point of contact for scholarship applicants, childcare providers, and community partners.

- Track scholarship utilization and program outcomes and assist with required reporting, invoicing, and payments.
- Support participant communication and follow-up activities to ensure a positive user experience.

Lyft Request-a-Ride Voucher Management (Approximately 15%)

- Administer the Request-a-Ride transportation assistance program, including voucher distribution, tracking, and reconciliation.
- Monitor program utilization and maintain accurate records of voucher issuance and usage.
- Coordinate with program partners, including United Way Worldwide, and internal staff to address participant needs and program inquiries.
- Generate regular reports on program activity and outcomes.
- Assist with identifying opportunities to improve program efficiency and participant access.

VITA Program Operations Support (Approximately 20%)

- Coordinate VITA site logistics, including supplies, equipment, and technology needs across all locations.
- Support volunteer credentialing and maintain records to ensure compliance with IRS requirements.
- Ensure daily functionality of VITA sites in collaboration with staff, volunteers, and partner organizations.
- Coordinate scheduling communications and provide administrative support for VITA volunteers and site coordinators.
- Track inventory, order supplies, and ensure readiness of all VITA program sites throughout the tax season.

Impact Department Special Projects and Administration (Approximately 15%)

- Provide administrative support for miscellaneous Impact Department projects and initiatives as assigned.
- Process applications, forms, documentation, or other project materials as needed.
- Coordinate communications with internal staff, community partners, program participants, and other stakeholders.
- Maintain accurate project records, databases, and related files.
- Monitor project activity and assist with reporting, compliance, and follow-up requirements.
- Provide customer service and support to applicants, participants, partners, and community members as appropriate.

Grant Administration Support (Approximately 15%)

- Provide administrative support for grant management activities across the Impact Department.
- Assist with building grant applications in grants management software and ensuring a positive user experience for grant applicants.
- Coordinate communications with funding partners as directed.

Cross Departmental Support (Approximately 10%)

- Provide administrative and logistical support for Impact Department initiatives, meetings, events, and special projects.
- Assist with data entry, reporting, record maintenance, and program evaluation activities.
- Collaborate with Marketing, Development, Finance, and other departments to ensure effective program implementation.
- Represent United Way of York County at community meetings and events as needed.

Educational and Other Requirements

- Associate's Degree required; Bachelor's Degree in Human Services, Public Administration, Nonprofit Management, Business Administration, or related field preferred; equivalent relevant experience may be considered.
- Minimum of 2-4 years of administrative, program coordination, nonprofit, or community impact experience preferred.
- Strong organizational and project management skills with exceptional attention to detail.
- Demonstrated ability to manage multiple projects and deadlines simultaneously.
- Strong written and verbal communication skills.
- Excellent customer service and relationship-building abilities.
- Experience maintaining confidential records and handling sensitive information.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and database management systems.
- Ability to analyze data and prepare reports.
- Ability to work effectively with diverse populations and community stakeholders.
- Demonstrated reliability, initiative, flexibility, and positive work habits.
- Ability to pass background checks in accordance with insurance provider and legal requirements.
- Spanish fluency preferred but not required.



Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be provided to enable individuals with disabilities to perform the functions. Reasonable accommodation may be provided to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or listen. The employee frequently is required to use hands or fingers, handle, or feel objects, tools or controls. The employee is occasionally required to stand, walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually moderate.

To be considered for this role, please email a cover letter, resume, and two professional references to Laura O'Grady, Vice President of Impact and Strategy at logrady@unitedway-york.org.