



Giving Hope Today

## The Salvation Army Centre of Hope Volunteer Role Description

**TITLE OF POSITION: Income Tax Clinic Intake Volunteer**

**LOCATION/PROGRAM: The Centre of Hope Community and Family Services**

**DESCRIPTION OF ASSIGNMENT:** First impressions are important and greeters provide that welcoming first impression for community members. The Income Tax Clinic Intake Volunteer handles the collection of taxpayer documents necessary to submit an eFile to CRA.

### **SPECIFIC DUTIES:**

- Greet all community members arriving at the Centre of Hope Community and Family Services with a smile and warm greeting
- Ensure tax clinic guest has the required paperwork to the best of their ability
- Monitor public areas for cleanliness, assist where necessary
- Treat people with dignity, being friendly within professional boundaries
- Support and understand the mission and purpose of The Salvation Army in Canada

### **QUALIFICATIONS:**

- Must be at least 18 years of age and be willing to provide The Salvation Army with a police record check
- Must be patient and have an ability to express compassion and be sensitive to the unique needs of those living on a low income or are experiencing a mental health or addiction problem
- Excellent customer service skills
- Must be able to work in a team environment and communicate effectively and positively with customers, fellow volunteers and staff
- Fluent in English; Proficiency in languages other than English is an asset
- Basic computer skills
- Must be able to commit to a minimum 2 days per week (6 hour shifts)

### **REQUIREMENTS:**

- Offer services free of charge and decline any gift or reward (monetary or otherwise) that may be offered
- Dress code and other professional standards and policies must be adhered to
- Confidentiality and cooperation is expected

**SCHEDULE: Minimum six hours daily**

**LENGTH OF COMMITMENT NECESSARY: Minimum 2 Months**