



Giving Hope Today

## The Salvation Army Centre of Hope Volunteer Role Description

**TITLE OF POSITION: Income Tax Clinic – File Preparation**

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

**DESCRIPTION OF ASSIGNMENT: Prepare free, accurate income tax returns for low-income taxpayers to be eFiled with the Canada Revenue Agency (CRA).**

### **SPECIFIC DUTIES:**

- Prepare and file basic income tax returns for eligible tax payers in accordance with CRA guidelines, using the Community Volunteer Income Tax Program tax software provided
- Contact taxpayer for clarification of information when necessary
- Report any questions or concerns to the Program Coordinator
- Protect the taxpayer's privacy by never using or divulging any information provided by the taxpayer for any purpose other than the preparation of his/her income tax return
- Ensure completed return and TIS60E form are secured in appropriate envelope for client pickup
- If there is a transmission problem the return can be printed and the taxpayer must mail in the return
- Delete all electronic copies of the taxpayer's return, no later than 48 hours after its transmission to and acceptance by the Canada Revenue Agency
- Work in conjunction with the Program Coordinator to carry out the mandate of the program, following documented procedures accurately
- Support and understand the mission and purpose of The Salvation Army in Canada

QUALIFICATIONS:

- **Must be at least 18 years of age and have experience preparing tax returns in Ontario**
- Must secure an EFile number and take all relevant online training provided by Revenue Canada
- Experience with U-File is an asset
- Ability to work well within a team
- Strong communication and interpersonal skills
- Understand the benefits available to clients and how to prepare eFile to maximize the return/benefits
- Punctuality and attention to detail
- Basic computer and excellent math skills
- Previous experience working with simple tax return preparation

SCHEDULE: One or two days a week for March and April

LENGTH OF COMMITMENT NECESSARY: 1 – 2 Months

VOLUNTEER SUPERVISOR: Becky Thiessen

STARTING DATE:

ADDITIONAL INFORMATION:

- Offer services free of charge and decline any monetary reward that may be offered
- Not keep any copies of a taxpayer's income tax and benefit return (paper or electronic)
- Not use the tax software for monetary gain
- Not copy or allow copies to be made of the tax software

***Dress code and other professional standards must be adhered to.  
Confidentiality and co-operation is expected.***