



Giving Hope Today

## The Salvation Army Centre of Hope Volunteer Job 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 filed 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.
- Ask taxpayer for clarification of information when necessary.
- Report any questions or concerns to the Income Tax Clinic Supervisor.
- 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 or her income tax and benefit return
- Return the completed income tax and benefit return to the taxpayer
- Have the taxpayer sign Form TIS60, Community Volunteer Income Tax Program - Taxpayer Authorization and return it to the taxpayer.
- If there is a transmission problem the return can be printed and the taxpayer must mail in the return, and transmit the return to the Canada Revenue Agency within 48 hours of preparation.
- 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.
- Treat people with dignity, being friendly within professional boundaries.
- Support for and an understanding of 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**
- Volunteer must provide The Salvation Army with a police record check
- 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 with the public
- Strong communication and interpersonal skills
- Patience and understanding/sensitivity to unique taxpayer needs
- Punctuality and attention to detail.
- Basic computer and good math skills
- Previous experience working with marginalized individuals, those with mental health and addiction issues is an asset.

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

**LENGTH OF COMMITMENT NECESSARY:** 1 – 2 Months

**VOLUNTEER SUPERVISOR:** Sheryl Rooth

**STARTING DATE:** Interested applicants should be indicate by no later than January 27.

**ADDITIONAL INFORMATION:**

- Offer my services free of charge and decline any monetary reward that may be offered to me
- 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.***

**HOW TO APPLY**

- Call Sheryl Rooth at 519-661-0343 ext 230

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