

WoodGreen Community Services

Volunteer Opportunity

CVITP Income Tax Preparer

Program Overview:

WoodGreen in collaboration with the Canada Revenue Agency (CRA) hosts an annual tax preparation clinic and arranges for volunteers to prepare income tax and benefit returns for eligible individuals who have a modest income and a simple tax situation.

Committed volunteers drive this program, and we are seeking 80-90 highly experienced volunteers who can join our dedicated team.

Commitment:

Available from mid- February 2018 through May 2018 with flexible hours and dates.

Must commit to at least two shifts per week during March and April, when we have shifts available Monday through Saturday.

Locations:

Regular volunteer shifts available at 815 Danforth Ave, 840 Coxwell Ave, 1533 Victoria Park Ave, and 4040 Lawrence Ave E., and rotating community locations in Seniors Residences and Toronto Public Libraries.

Shift Times:

Mondays:	1:00pm -5:00pm (1533 Victoria Park location)
Tuesdays:	1:00pm -5:00pm, 5:00pm – 8:00pm (815 Danforth) 1:00pm -5:00pm (rotating seniors residence locations)
Wednesdays:	1:00pm – 5:00pm, 5:00pm – 8:00pm (815 Danforth) 3:00pm – 7:00pm (East Scarborough Storefront, 4040 Lawrence Ave E)
Thursdays:	10:30am - 2:30pm (840 Coxwell) 1:00pm – 5:00pm, 5:00pm – 8:00pm (815 Danforth)
Fridays:	10:00am – 2:00pm (East Scarborough Storefront, 4040 Lawrence Ave E) 2:00pm -5:00pm Library Team (rotating between library sites)
Saturdays:	10:00am - 1:00pm, 1:00pm - 4:00pm (815 Danforth)

Position Summary:

- Help clients submit tax returns using UFile software.
- Provide high quality customer service and support to all clients
- Ensure all formalities and concepts are fully explained to clients during their appointment.
- Attend mandatory training hosted at WoodGreen, as well as view web-based volunteer training provided by CRA

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- If applicable, volunteers may be asked to perform interpretation services for clients who have limited English speaking skills.

Qualifications:

- Experience in filing taxes with a good understanding of Canadian tax laws and regulations, especially as they relate to low-income tax returns.
- Good computer and technology skills; experience working with UFile is an asset.
- Currently enrolled or completed Accounting/Finance program or similar.
- Familiarity with basic tax documents and policies; able to explain concepts to clients so that they understand their own tax situation.
- Excellent attention to detail.
- Excellent communication and interpersonal skills.
- A strong desire to help and serve our community.
- Sensitive to the needs and challenges of people living on a low income.
- Comfortable working with a diverse group of volunteers and clients.
- Punctual and good time management skills to ensure the clinic runs on schedule.
- Ability to work in a fast-paced environment and maintain professional behavior with clients in sometimes stressful working conditions.
- Comfortable working in an open environment that is shared with other volunteers and clients.
- Able to commit to at least 2 months for this year's clinic.
- Second language is an asset.

Mandatory Training and Orientation:

- Orientation to WoodGreen's programs, policies, and procedures.
- Canada Revenue Agency online webinars.
- WoodGreen's Income Tax Clinic training.

If you are interested, please forward a copy of your resume to
volunteer@woodgreen.org

If you need more information, please call 416-645-6000 ext. 1157