
Tax Clinic Volunteer

Purpose

Prepare free, accurate income tax returns for low-income taxpayers to be e-filed with the Canada Revenue Agency (CRA)

Duties & Responsibilities

- Prepare and file basic income tax returns for eligible taxpayers 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.
- 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 Immigrant Services Guelph-Wellington.

Time Commitment: 1-2 days a week from Feb-March

Skills & Qualifications

- Strong command of the English language
- Clear, confident, accurate and fluent oral communication in English
- Customer Service Experience will be an advantage
- Experience working with adults/seniors in a learning environment
- Sensitivity to and/or understanding of the immigrant experience and challenges facing newcomers
- Commitment to equity and anti-oppressive practices
- Demonstrated ability to work with individuals from diverse backgrounds
- Warm and friendly demeanor and positive attitude
- Mature, Active listener
- Patient
- Self-initiative and enthusiasm
- Application form, interview and 2 references required
- 18+ with a Police Record Check showing no violent offences or offences related to the Vulnerable Sector

Boundaries & Expectations

- Strict maintenance of confidentiality
- Volunteers are not to offer any services privately and/or for a fee
- Volunteers must direct any questions, queries and concerns to ISGW staff
- Volunteers must decline gifts, favours, and payment from program participants
- Regular communication shall be maintained with program staff
- Volunteers are expected to adhere to our mission
- Participation in the program as a volunteer shall not constitute the promotion of any sales or services for personal gain, nor is it an appropriate platform for recruitment of participants into groups or activities for personal gain (i.e.: groups with private membership, payment of fees, recruitment into religious orders/groups etc.)

Training

Orientation and required training related to the program will be provided before volunteering

Supervision

- You will be directly supervised by our staff
- Supervision and follow up is provided through the tracking sheets submitted by volunteers. They are expected to provide their volunteer hours through these sheets.
- The program volunteers report to the Volunteer Mobilizer.
- The Staff Liaison for this position will be Program Manager, ISGW.

Benefits

- Use your skills and experience to support our client
- Gain experience in immigrant settlement services
- Gain experience in intercultural communication
- Volunteer at a lively organization committed to diversity
- Meet people from all over the world

Risk: Medium

- Contact vulnerable clients
- Access to confidential information