

CRA – Community Volunteer Income Tax Program Volunteer

Do you want to help people in your community? Volunteer with the Community Volunteer Income Tax Program (CVITP), and complete income tax and benefit returns for eligible individuals during March and the beginning of April 2018.

HMC Connections 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.

Description of Assignment: Prepare free, accurate income tax returns for low-income taxpayers to be filed with the Canada Revenue Agency (CRA).

Specific duties and skills required:

- Ensure all formalities and concepts are fully explained to clients during their appointment.
- 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.
- 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
- 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 HMC Connections programs and services.
- If applicable, volunteer may be required to perform translation services for clients who have limited English speaking skills.

Location: (You can sign up for one or more locations depending on your availability)

- HMC Connections – 1092 Speers Road Oakville ON, L6L 2X4 (**Tuesdays – hours to be determined**)
- HMC Connections – 310 Main Street East Milton ON, L9T 1P4 (**Wednesdays– hours to be determined**)
- HMC Connections – 760 Brant Street Burlington ON, L7R 4B7 (**Thursdays – hours to be determined**)
- HMC Connections – 380 Dundas Street East Oakville ON, L6H 6Z9 (**Fridays – hours to be determined**)

Schedule: Half-day or One day per week for March and April

Length of commitment necessary: 1 – 2 Months

Starting date: Interested applicants should register by no later than January 31, 2018.

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.
- Must attend training provided by Canada Revenue Agency
- Volunteer must provide HMC Connections with a police record check
- Sensitivity to the needs & challenges faced by our clients, & compassionate to help and serve our community.
- Comfortable in working with a diverse group of volunteers and clients that come from all walks of life.
- Good conflict resolution skills; ability to minimize disturbances within the clinic operation and ensure clients understand and are satisfied with the outcome of their tax returns based on providing your professional opinion.
- Strong communication and interpersonal skills
- Patience and understanding/sensitivity to unique taxpayer needs
- Punctuality and attention to detail.
- Able to commit to at least 3 months for this year's clinic; ability to commit annually for program development is an asset.
- Second language is an asset.

Additional information:

- Offer your services free of charge and decline any monetary reward that may be offered to you
- 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

Fill out the [online volunteer registration form](#)

You can fill out the registration form between mid-October and the end of February.

On the form, state that you will volunteer with HMC Connections.

Meet security requirements

You must be approved to use EFILE or provide your community organization with a police records check from your police department. However, if you want to file tax returns electronically, you must apply for an EFILE account.

You can apply for an EFILE account or renew your existing account at [EFILE for electronic filers](#). Register or renew early as it can take up to 30 days to process your application. You will be notified by email or letter when you are approved.

Additional Opportunity Information

Income Tax Clinics to be scheduled from Monday to Friday during office hours of 9:00 am - 3:00 pm in March and April 2018.

Learning outcomes

By the end of this opportunity you will gain experience in:

- Introductory income tax preparation
- Working with a diverse client-base
- Appointment and scheduling management
- Problem-solving and resolving tax concerns
- Active listening and client-based

Application Information:

Only individuals who complete the below requirements may be eligible to volunteer.

- Requirements
- Complete the [Online Tax Clinic Volunteer Form](#)
- Register as a Canadian Revenue Tax Clinic Volunteer
- Register or renew your EFILE number
- Consent to a police records check

Deadline: January 31, 2018

HMC Volunteer Application Process

- Applying online - <http://hmconnections.com/services/volunteer-opportunities/>
- One-on-One meeting
- Submission of resume, volunteer Application Form, valid police clearance, along with a personal interview
- Must attend training and Orientation hosted by HMC Community Volunteer Income Tax Program Volunteer

For more information please contact:

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