



## **VOLUNTEER POSITION DESCRIPTION**

**Position Title:** Income Tax Volunteer

**Responsible to:** Coordinator of Volunteer Services

**Objective of Position:** To assist low-income newcomer immigrants in completing their income tax and benefit forms and answer tax-related questions

### **Position Activities:**

- Helps low-income newcomers file income tax and benefit forms
- Uses Efile tax software to file tax and benefit forms
- Provides information and answers inquiries about the Canadian income tax process
- May involve screening to determine eligibility

### **Benefits:**

Helping newcomers to Canada; interacting and engaging in an inter-cultural environment

### **Requirements of Volunteer:**

- Previous experience completing Canadian income tax forms
- Knowledge of the Canadian income tax system
- Register with Canadian Revenue Agency (CRA) and attend CRA training
- Accounting skills or financial background preferred
- Advanced written and spoken English
- Experience handling confidential documents and information
- Ability to file tax and benefit forms using Efile tax software or through paper filing
- Cross-cultural experience or a personal commitment to learning about other cultures
- A good listener, patient, supportive and empathetic to newcomers
- Excellent organizational skills and attention to detail
- Reliable and able to carry out duties independently
- Proficiency in another language besides English is an asset
- A criminal record check is required

### **Time and Commitment:**

- 2 – 4 hours/shift, 1 – 2 shifts/week
- During ICA business hours
- March, April and first week in May
- Position located at ICA

Orientation and support provided by the Canadian Revenue Agency and ICA's Coordinator of Volunteer Services

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