



Position Title: [Income Tax Clinic – File Preparation Volunteers](#)
Reports to: Housing Services
Location: Heyworth House Shelter: 2714 Danforth Avenue

Position Summary

Income Tax Clinic – File Preparation Volunteers prepare free, accurate income tax returns for low-income taxpayers to be filed with the Canada Revenue Agency (CRA). The Income Tax Clinic File Preparation Volunteers assist with clients' intake and tax return preparation. In filing their taxes, low-income clients of Dixon Hall may be able to access financial assistance for housing.

Volunteer Commitment: Minimum of two 3-hour shifts per month for a minimum of 6-months
Location: Heyworth House Shelter: 2714 Danforth Avenue, Toronto
Starting Date: Immediately

Responsibilities:

- Prepare income tax returns for eligible individuals
- Maintain confidential filing system and update information on a daily basis
- Work one-on-one with clients and verify correctness of the information while filling out registration form
- Provide assistance with photocopying, printing and other clerical duties
- Return the completed income tax and benefit return and other personal documents to the clients
- Respect the Canadian Human Rights Act and the Canadian Charter of Rights and Freedoms when dealing with the public in your capacity as a volunteer
- Remind the tax payers that the tax return has been prepared based on the information they have provided
- Let the tax payers know it is important that they keep the working copy of their return as well as any information or supporting documentation
- Treat people with dignity, being friendly within professional boundaries.
- Previous experience working with marginalized individuals, those with mental health and addiction issues is an asset.

Requirements:

- Volunteers must be knowledgeable in completing Individual Tax and Benefits Returns with more than 5 year previous experience. Must be at least 18 years of age
- Ability to work with the public. Strong communication and interpersonal skills
- Patience and understanding/sensitivity to unique taxpayer needs
- Excellent customer service and computer skills
- Committed to clients privacy and confidentiality
- Detail-oriented, analytical, accurate with excellent mathematical skills
- Demonstrate ability to work effectively as a team member
- Flexibility and time management skills. Punctuality and attention to detail.

SPECIFIC DUTIES:

- Prepare and file basic income tax returns for eligible tax payers in accordance with CRA guidelines
- Ask taxpayer for clarification of information when necessary.
- Report any questions or concerns to the Income Tax Clinic Supervisor.

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- 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 and 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.

ADDITIONAL INFORMATION:

- Support for and an understanding of the mission and purpose of Dixon Hall
- Make an impact in the social services field and support community development initiatives.
- Volunteer must provide Dixon Hall with a police record check
- Offer the services free of charge and decline any monetary reward that may be offered
- Not keep any copies of a taxpayer's income tax and benefit return (paper or electronic)
- Confidentiality is expected.
- Always identify self as a volunteer

HOW TO APPLY:

Submit resume and cover letter to:

Contact Heather Johnson, Manager, Volunteer Program & Human Resources
416-863-0499 ex. 3225
heather.johnson@dixonhall.org

Potential candidates are required to attend an in-person interview as well as orientation and safety training.