



Community Income Tax Volunteer

Role Overview

Help provide a pathway to financial stability! **Bissell Centre** offers free income tax preparation, financial resource information, and benefit applications for individuals and families with modest incomes. As a volunteer, you will complete basic tax returns remotely using UFile software. This vital service ensures that our community members can access the government benefits and subsidies they need to thrive.

The Impact of Your Time

- **Unlock Essential Income:** Many government benefits and subsidies, such as the GST/HST credit and the Canada Child Benefit, are only accessible if taxes are filed. Your work ensures families receive the funds they are entitled to.
- **Reduce Financial Stress:** For individuals living on a modest income, the cost of professional tax services can be a significant burden. By providing this service for free, you help keep more money in the pockets of Edmonton's most vulnerable citizens.
- **Promote Long-term Stability:** Accurate tax filing is often a requirement for accessing social housing and other financial resources. Your accuracy and dedication provide a direct pathway toward greater financial stability for local families.

Volunteer Pro-Tip

Start your registration early! To volunteer, you must register with the CRA for an Efile Number, Rep ID, and VIN. Because this government approval process can take **up to 45 days**, we recommend starting your application as soon as possible to ensure you are ready for the upcoming tax season. Guidance for this process will be provided during your application.

Key Responsibilities

- **Remote Filing:** Pick up prepared tax information envelopes and complete returns from the comfort of your home.

- **Accuracy:** Use UFile software to file taxes online, ensuring all information is reported correctly.
- **Confidentiality:** Handle sensitive personal and financial data with the highest level of professionalism and privacy.
- **Timeliness:** Maintain a turnaround time of approximately **one week** per return.

Note: Volunteers handle basic returns only. You will **not** be asked to process complicated returns involving self-employment, investments, or returns for deceased individuals.

Qualifications

- **Age/Status:** Must be 18+ and a Canadian citizen or permanent resident for at least one tax year.
- **Background Check:** Must have a valid Police Information Check on file.
- **CRA Registration:** Ability to register for an Efile Number, Rep ID, and VIN.
- **Professionalism:** High comfort level handling personal financial information in a professional manner.

Commitment & Location

- **Recruitment Period:** October – January annually.
- **Pick-up/Drop-off:** Bissell Centre East (**10527 96 Street NW**) on Tuesdays or Thursdays from 9 AM – 4 PM.
- **Training:** A mandatory two-hour orientation/training session is held in **February or May**.
- **Environment:** The actual filing work is done **remotely**.

Volunteer Benefits

- **Make an Impact:** Directly support the financial well-being of Edmonton's most vulnerable citizens.
- **Skill Building:** Enhance your own knowledge of the tax system and develop professional experience.

- **References:** A work reference can be requested after 3 months of active volunteering.
- **Community:** Join a supportive team environment that promotes relationship building.

How to Apply

Ready to help? Click one of the links below to start your application:

- [Standard Application Form](#)
- [Mobile Application Form](#)

Please note: The Canadian Revenue Agency is closed every February and Bissell Centre is closed on all statutory holidays.