

Volunteer to Help Others Help Themselves

The Volunteer Income Tax Assistance (VITA) and the Tax Counseling for the Elderly (TCE) Programs offer free tax help to millions of individuals across the country. However, there are still millions of additional taxpayers who could benefit from these free services. To assist with expanding access to these taxpayers, select VITA/TCE sites now allow individuals to prepare their own return with help from a certified volunteer. You can be one of those volunteers!

1 Make a Difference:

You can make a difference by choosing to volunteer in one of the following positions: Greeter/Screeners, Computer Troubleshooter, Tax Coach or Site Administrator.

As a volunteer, you'll interact directly with people who need help preparing their own tax returns at no cost to them. Don't know that much about taxes? The IRS will provide the necessary training to become a certified volunteer based on the position you choose. And some positions do not require tax law certification! The hours are flexible, the training is free, and the time commitment is minimal.

2 Choose Your Role:

Greeter/Screeners – You are the first impression at your site, and always displaying a positive attitude. You love meeting new people. You are sociable, engaging, and very outgoing. You will need to possess the ability to explain the self-prep concept and encourage its use. The IRS will provide you with an overview of the program so you can help others understand how it works.

Computer Troubleshooter – You are the technical “go to” person at your site. You will troubleshoot hardware/software issues at a moment's notice. Although you may have less taxpayer interaction than most volunteers, you must be patient with those individuals who may not be as computer literate. This position does not require any understanding of tax law or passing the VITA certification test. However, you must become familiar with the various tax software option(s) available at your site.

Tax Coach – You are the certified tax law expert on site. You provide tax law assistance to participants based on your VITA level of certification. Volunteers are required to certify at a minimum “Basic” level. Tax law training is available online or via face-to-face instruction. You must remember your role is to help guide the taxpayer and not to input the return for them.

Site Administrator – You have excellent organizational and leadership skills. You are the primary resource person for volunteers, sharing your knowledge of the program and being available to assist with any issues that may arise. You must also set hours of operation and volunteer schedules. You may even wear multiple hats at your site by assisting with tax law or software issues.

3 Make It Happen:



So now you're excited and want to volunteer...what do you do next?

If you are currently a VITA or TCE volunteer contact your Site Manager. Otherwise complete [Form 14310](#) located at www.irs.gov indicating that you'd like to volunteer. In the comments section, state that you'd like to work at a self-prep site and indicate which position(s) you are interested in.

→ ***It's that simple!***

