



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 using self-prep tax software through Facilitated Self Assistance (FSA) models with help from a certified volunteer.

Make a Difference

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. The hours are flexible, the training is free, and the time commitment is minimal.

Choose Your Role



Greeter/Screeners – You set the first impression for visitors to your site, and you always display a positive attitude. You love meeting new people and are sociable, engaging, and very outgoing. An ability to thoroughly understand, explain, and encourage use of the self-prep software are required. 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, troubleshooting computer issues at a moment's notice. Although there will be fewer taxpayer interactions than most volunteers will experience, this position still requires patience and customer service skills. Computer Troubleshooters do not need to pass the VITA certification test, but 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, offering 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. Remember, the Tax Coach guides the taxpayer so they can input their own tax return.



Site Administrator – You have excellent organizational and leadership skills. The Site Administrator acts as the primary resource person for volunteers, sharing their 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, and may even wear multiple hats at your site by assisting clients with tax law or software issues.

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 FSA site and indicate which position(s) you are interested in.

It's that simple!