



Community Action Agency of Butte County, Inc.

Helping People. Changing Lives.

VOLUNTEER JOB DESCRIPTION

Position Title	Intake Volunteer for VITA Program
Volunteer Name	
Supervisor Name & Title	TBD – VITA Site Coordinator
Organizations Mission	
<p>At Butte County CAA we provide hope to people struggling with poverty to become more self-sustaining by meeting tangible needs in the areas of energy savings, affordable food, and housing.</p> <p>At Butte County CAA our mission is to serve as a catalyst to reduce poverty and its symptoms through:</p> <ul style="list-style-type: none"> • Providing quality services • Developing resources • Collaborating with others • Advocating on behalf of the economically & socially disadvantaged • Empowering individuals • Improving the conditions in which people live, learn and work 	
Objective of Position	
<p>In collaboration with community partners, through the IRS Volunteer Income Tax Assistance (VITA) program, CAA provides no cost tax preparation assistance to families and individuals with low household incomes, persons with disabilities, the elderly and limited English speaking taxpayers. We help over 1200 families annually to file accurate tax returns, putting needed money back into their budget and benefitting our local community.</p> <p>The VITA program offers a drop-off option to clients who cannot stay for the duration of an in-person preparation of their tax return. The Intake Worker will ensure the client has all the necessary documents to complete a tax return, scan necessary documents, provide the client with an ETA for a follow-up appointment, and queue the tax return for preparation by a qualified Volunteer Tax Preparer.</p>	
Key Responsibilities / Tasks	
<ul style="list-style-type: none"> • Perform intake and interview of clients (tax payers) • Review client tax documents • Schedule phone meeting with clients, as needed • Data entry • Provide knowledgeable answers to client questions 	
Qualifications / Skills	
<p>Volunteer Criteria:</p> <ul style="list-style-type: none"> • Ability to sit for extended periods of time • Basic computer literacy and skills (keyboarding, Windows 10, web browsers) • Basic operation of printers, scanners, copiers • Must obtain the following VITA Certifications before your first scheduled shift (training and certification provided; requires ~20 hours to complete) <ul style="list-style-type: none"> ▫ Volunteer Standards of Conduct ▫ Intake/Interview/Quality Review • Be able to follow detailed instructions • Be reliable and arrive on time to scheduled shifts • Report to the site neatly groomed and wear clothing that is professional, and appropriate for the position 	

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- Practice discretion and maintain confidentiality with sensitive/private information
- Have strong written and verbal communication skills
- Ability to communicate and provide assistance to people with disabilities

Location / Setting

Chico, CA / In-door office setting

Schedule

Variable Monday-Saturday (Flexible Days and Hours Available)

Training & Supervision

CAA provides IRS approved training and materials

Screening

Volunteers must be over 18 years of age, pass a background check, and complete training and certification for the role(s) they intend to fill.