



Volunteer Role	Summary	Training Provided	Prerequisite Skills	Time Commitment
Client Facilitator	Welcomes clients, and ensures each client has brought the correct documentation and completes the intake forms.	4 hours of classroom education.	Be well organized and enjoy working with people.	5 to 8 hours per week from mid-January to mid-April.
Tax Counselor	Works with clients to prepare their Federal and state tax returns.	20 to 40 hours of daytime classroom and self-study education during December.	Some experience in tax preparation; have at least filed own personal taxes. Must be computer literate.	36 hours for complete training, pass an IRS test, and 5 to 8 hours per week from mid-January to mid-April.
Technology Coordinator	Ensures that the necessary computer equipment is ready for use by Tax Preparers.	None	PC literate. Comfortable working with MS Windows, Internet and LANs.	40 hours spread through September through mid-April.
Communications and Marketing Representative	Assists in helping to spread the word about the free tax service to potential volunteers and clients.	A CASH program orientation session to be held in December (2 hours).	Experience with communication of information.	2 to 4 hours per week from mid-October through mid-February.
Appointment Confirmation Specialist	Make calls to clients to confirm their appointment dates and times.	Brief orientation session (1 hour) to be held in January.	Good phone communication skills.	2 to 4 hours per week from the end of January through mid-April (calls are best made in the evenings).