

TAX HELP FOR OLDER PEOPLE

Volunteering

Thank you for your interest in volunteering with Tax Help for Older People. What follows is an outline of what is involved with being a Tax Help volunteer. This outline is intended as an introduction; if you would like to ask us anything or discuss your interest in volunteering further, please get in contact.

Why do we need you?

Tax Help for Older People is an independent charity providing free, confidential and professional tax advice to those over 60 (or approaching retirement) with an annual income of less than £20,000 p.a. who cannot afford paid for professional tax services.

We are looking for volunteers to join our nationwide network of tax advisers. Our team of trained staff in headquarters can answer most queries (approximately 80%) but sometimes a caller will need a face to face meeting and that is where our volunteers can help.

What qualifications and experience are needed?

Ideally you should have at least two years' experience working in personal tax, with a preference for those with ATT or CTA qualifications.

Where will you be based?

You are based 'at home' but will see clients either at a tax surgery or at their home; we prioritise the use of third party venues. In terms of location, this will depend on where you live and work and whether you are willing to travel. Generally we do not ask volunteers to travel more than 30-45 minutes from their home but we are very flexible and can discuss this when you get in touch.

How much of your time is needed?

How busy you would be will vary according to the level of demand we have from clients in your area and how much time you have available. When we have demand in your area we will ask if you are available but we would never expect you to say 'yes' every time we ask. However, once you have agreed to see a client we would hope that you can continue to help them to the conclusion of their tax issue.



Our Vision:

"To be recognised as a leading provider of free tax advice and advocacy for those on lower incomes"





When would you be needed?

How much you are needed depends entirely on the demands in your area and this is unpredictable. This can mean that you may be asked to help three clients in one week and then nothing for six months. However we do also ask that if you have scope, you promote our services in your area and we provide you with support to do this. This can increase demand in your area as more potential clients become aware of the charity.

Is there an induction and training?

You will receive an induction from one of our experienced volunteers to go through our processes and the paperwork we need.

Training, mentoring and support is ongoing and provided from our headquarters.

Also included is a quarterly newsletter from head office to keep you in touch with updates from the charity, as well as a regular monthly Tax Tips newsletter that is also sent to a number of local groups and national advice organisations.

Interested? Contact us to find out more...

If you think you could be interested in joining us as a volunteer, please contact our Volunteer Network Manager on the number below.

Our details

Charity name	Tax Volunteers, operating under its service name of Tax Help for Older People
Charity numbers	England: 1102276, Scotland: SC045819
Established	2004
Address	Tax Help for Older People Unit 10, Pineapple Business Park Salway Ash Bridport Dorset DT6 5DB
Phone number	01308 487006 (Helpline: 01308 488066)
Email	taxvol@taxvol.org.uk
Website	www.taxvol.org.uk

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