



## Volunteer Training Rover

Training volunteers for the Community Tax Centers is a huge effort requiring a large team of volunteer leaders. Volunteer Training Rovers assist in classes and at support sessions, providing one-on-one help to less experienced volunteers. Rovers serve an important role by helping us increase the number of volunteers who complete training and certification. At the same time, rovers improve the quality of the volunteer experience.

Rovers are needed for daytime, evening, and weekend training sessions held in December through early February and can serve for as many or as few sessions as they prefer. They assist in two settings:

### 1. Classroom training sessions

Rovers provide technical assistance for participants who fall behind using TaxSlayer or the electronic Publication 4012, have difficulty logging in, etc. They also assist with checking in volunteers at the beginning of class and after breaks. Rovers who serve in training sessions need to be familiar navigating TaxSlayer and the electronic [Publication 4012](#).

### 2. Testing support sessions

Rovers help volunteers taking the IRS certification tests, pointing them to references like the Publication 4012 to find answers to tax law questions and providing technical assistance as needed. Rovers who serve in testing support sessions must be confident with Basic certification topics.

### Sessions will be held at:

- Skyline Terrace---1212 W Ben White Blvd, Austin, TX 78704
- McCombs School of Business, University of Texas campus (parking costs will be covered)
- Community Financial Center North---5900 Airport Blvd, Austin, TX 78752

### Requirements:

- At least one year experience as a Volunteer Tax Preparer for the Community Tax Centers
- Basic or higher certification for the 2017 or 2018 tax season

### Responsibilities:

- Assist individual volunteers as needed during a training or testing session
- Provide correction in a sensitive way - volunteers have a range of experience and different learning styles
- Refer volunteers to instructors or staff for questions outside the rover's experience

### Benefits:

- Roving is a leadership opportunity for volunteers who would like to increase their range of experience.
- Rovers choose their own schedule and can sign up online at their convenience.
- Rovers who serve two shifts during full-day trainings will be provided lunch.

### Commitment:

Rovers are vital for our training process and are therefore expected to attend all sessions on their chosen schedule. Cancellations within 48 hours of a session require notification to the Volunteer Coordinator to ensure the spot can be filled.

### For more information, contact:

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