



Volunteer Training Rover

Training volunteers for the Prosper Centers' Tax Help program 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 late January 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 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. Rovers must have passed their certification test prior to volunteering at a testing support session.

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)

Requirements:

- At least one year experience as a Volunteer Tax Preparer with the Tax Help program
- Basic or higher certification for the 2018 or 2019 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 both the morning and afternoon shifts during the 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.

As an organization committed to diversity, equity, and inclusion we seek applicants from all backgrounds to join our volunteer teams, and we encourage our volunteers to bring their authentic, original, and best selves to their service work.

For more information, contact:

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