



LEND A HAND, LIFT A LIFE

Support your community this tax season

Volunteer with United Way's RealSense VITA (Volunteer Income Tax Assistance) program to help low-to-moderate income families navigate tax season with confidence.

Every year, neighbors pay hundreds of dollars in tax-prep fees, miss out on refunds and credits they've earned, or fall victim to dishonest preparers.

That's where you can help.

VOLUNTEERS NEEDED

No tax experience? No problem! We have a role for everyone:

- **Tax Site Screener:** Help clients organize documents and get ready for their appointments.
- **Tax Return Quality Reviewer:** Double-check returns before submission to ensure accuracy.
- **Tax Preparer:** Prepare tax returns and help people claim all the tax credits they've earned.
- **Appointment Scheduler:** Keep things running smoothly by coordinating appointments.



UNITED WAY
Northeast Florida

REALSENSE



All roles are essential,
and training is provided.
SIGN UP TO LEARN MORE

FAQS

Q: What is a VITA program?

VITA (Volunteer Income Tax Assistance) is an IRS-sponsored program offering free tax help to eligible individuals, including low-to-moderate income families. RealSense has served Northeast Florida as a VITA program for over 20 years.

Q: Why should I volunteer with RealSense?

You'll help neighbors save money and build assets, grow your skills, boost your résumé, earn continuing professional education credits, receive a United Way recommendation letter and have fun!

Q: What training and time commitment is required?

Volunteers complete about 24 hours of IRS certification training, available as in-person sessions or self-paced online. We ask for a 40-hour volunteer commitment completed anytime from January to April, with flexible shifts to fit your schedule.

Q: Do I have to prepare tax returns?

No! Many roles don't involve filing returns – helping clients check in, scheduling appointments or reviewing completed returns are all critical to the program.

Q: Where will I volunteer?

RealSense has multiple tax sites across Duval, Baker, Clay and Nassau counties. When you sign up, you can pick the site that's most convenient for you.



All roles are essential,
and training is provided.
SIGN UP TO LEARN MORE