Role Description: Volunteer Interpreter

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| ***Position Title*** | Volunteer Interpreter |
| ***Program*** | Casework |
| ***Location*** | RRSG offices |
| ***Reports to*** | Volunteer Coordinator |
| ***Date Revised*** | January 2022 |

**Position Summary**

The purpose of this role is to effectively facilitate communication between clients and the casework team during pre-arranged appointments.

**Position Level**   
 Volunteer Interpreters report to the Volunteer Coordinator for operational matters.

**Position Responsibilities**

1. Verbally Translating between English and specified language.
2. Interpreting during pre-arranged case work appointments, remotely or face to face.

**Key Responsibilities**

1. **Client support**
   1. Interpreting for clients in a professional and respectful manner.
   2. Communicating sensitive issues in a sensitive way.
   3. Adhering to confidentiality procedures.
2. **Information Management**
   1. Ensure complete confidentiality of all information discussed and recorded.
   2. Immediately report any emergency to the Volunteer Coordinator if made aware.
3. **Health and safety**
   1. Participate in regular debriefing sessions with Volunteer Coordinator.
   2. Notify any incidents or concerns immediately to the Volunteer Coordinator.

**Position Selection Criteria**

**Essential**

* Applicant MUST have the right to work in the UK.
* Strong communication skills.
* Kurdish, Dari or Pashto speaker or other languages.
* Able to verbally interpret and translate fluently in the specified language.
* Ability to work effectively and sensitively with individuals from diverse cultural backgrounds.
* Understanding the needs of Refugees and Asylum Seekers.
* Ability to maintain professional boundaries and ensure duty of care standards necessary for high service provision.

**Desirable:**

* Experience working with Migrants, Refugees or Asylum Seekers.
* Experience in immigration and/or welfare issues.
* Experience of working with vulnerable people.

**Training**

* All volunteers will undergo induction.
* Volunteers are encouraged to undergo suitable training relevant to their personal and professional development which is subject to approval from Volunteer Coordinator.

### Required commitments:

1. All volunteers will need to undergo Disclosure and Barring (DBS) checks & references will be taken up.
2. All Volunteers are expected to commit to a minimum of 6 months.
3. After the induction period of 3 months, the volunteer will be assessed for suitability. Volunteers will then be expected to continue training in their selected area.
4. All volunteers are asked to inform the Volunteer Coordinator one month in advance before leaving.

**Expenses**

These following expenses will be met by RRSG

* Travel
* Training
* Insurance Cover
* Any other expenses deemed reasonable by the management which does not constitute paid employment

**For application form and further information contact:**

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