**Volunteer role profile: Interpreters**

**The role of Volunteer Interpreter provides a unique opportunity for a motivating and friendly person to make a difference to people at a pivotal point in their lives. This role is to support staff and volunteer mentors to effectively communicate with project participants (asylum seekers and refugees) to make them feel welcome, access services and activities, meet other people and become familiar with the city.**

# Main duties:

* To work in partnership with the Development Officer and take action on guidance and feedback given.
* Maintain regular contact with the project.
* Return monthly mileage/expense claims and journals.
* To work within Project guidelines, policies and procedures and be accountable to the Project Development Officer at SCVS.
* To strictly adhere to the rules of Confidentiality.
* Attend reviews/supervision, complete reports and evaluations as required.
* To attend project training and support meetings as required.

* Meeting with the mentor, newly arrived asylum seeker or refugee to find out about their needs, interests and aspirations.
* Supporting mentor to help participants develop their own personal action plan based on their goals.
* Supporting both mentor and mentee to start the mentoring process towards meeting these aspirations.
* Ongoing interpretation and translation between mentor and mentee.
* Reporting any problems or concerns to project staff.

# Skills and attributes required:

* The ability to speak English and another language/s.
* Good understanding of spoken languages.
* The ability to convert one language into another.
* A warm and non-judgemental attitude.
* A basic understanding of Asylum seekers and Refugee issues.
* The ability to work as a team.
* Ability to develop rapport in a short space of time.
* Good judgement/ the ability to recognise if someone needs further support.
* The ability to learn how to use project specific approaches and systems (full training given).
* Timekeeping i.e. punctuality and commitment.
* Respect for confidentiality.
* The ability to be guided by the needs and wants of participants.
* Interpreters should be over 18 and over.

**Please note that all volunteer interpreters will be asked to carry provide us with details of two people who can act as reference. If you feel it will be difficult for you then please let us know.**

# Time commitments:

All volunteers are asked to commit to an initial training session (3 hours approximately) and other training as necessary before being accepted on the scheme. In addition, each individual mentoring project will involve:

* To be available either in person or over the phone for mentoring sessions. (timings to be arranged at a mutually convenient time for all)
* One supervision session (maximum one hour) with project staff and group supervision.
* A follow-up session of one-hour maximum (a month after final visit/ session).
* Time to complete necessary paperwork and evaluations throughout the project.

# What you will receive as a volunteer:

* Initial induction/ training
* Travel expenses and other expenses i.e. childcare, as appropriate.
* Regular supervision and support to track and measure your learning
* Opportunity to access relevant training
* A reference upon completion of introductory period