



Volunteer Role Description: Interpreter

Role purpose

To support clear communication during events or 1-1 appointments with ASSIST clients who have limited spoken English.

Tasks

- Help the client to feel comfortable and to trust the volunteer or staff.
- Achieve understanding between the client and the volunteer/staff, by translating between English and another language, including specialist jargon e.g. legal and medical terms.
- Provide the client with opportunities to ask questions about the nature and role of ASSIST.
- Explain the nature and role of ASSIST to the client.
- Work collaboratively with other interpreters and other ASSIST volunteers
- Attend training sessions and team meetings.

What you need to begin the role

- Understanding of, and willingness to work with, diversity and cultural difference.
- An excellent understanding of confidentiality
- A courteous, friendly and empathetic manner.
- Ability to speak fluently in English and in a community language (especially Kurdish, Vietnamese, Arabic, Tigrinya and Amharic)
- Good communication skills - listening skills, and ability to speak clearly.
- Ability to recognise possible confusion and gaps in communication.
- Willing to be an active team member.

What you can gain from the role

- Experience in community interpreting, with opportunities towards qualifications and employment
- Knowledge on the basics about the UK asylum system, and the experiences of people whose asylum claims have been refused.
- Knowledge of the charity/voluntary sector
- Interpersonal and team work skills.
- Listening skills.
- Self confidence.

Opportunities for personal and professional development

- Accredited training leading to qualifications in Level 2 Community Interpreting
- Relevant experience for professional interpreting work
- Training on a range of topics.
- On-going support from team leaders.
- Opportunities to interpret for other organisations such as City of Sanctuary.

Essential Training Provided

- Introduction to ASSIST
- Confidentiality, Safeguarding and Boundaries
- Basics of community interpreting

Time commitment: Flexible

Volunteering days / time: Most of our interpreting needs are on a Tuesday, Wednesday or Thursday daytime, but we occasionally have need in the evening or weekends.

Resources: We cover travel expenses and other ad-hoc essential costs related to your volunteer role

Location: ASSIST Office at Victoria Hall Methodist Church, Norfolk St, Sheffield S1 2JB

ASSIST team: This role is part of the Interpreting team, managed by the Client Support Manager

Any Questions?

If you would like a chat about our roles or have questions, contact Leah, our Volunteer and Community Outreach Coordinator:

☎ 07422655683

✉ volunteer@assistsheffield.org.uk

To apply, head to our website:

<https://www.assistsheffield.org.uk/content/volunteer-us>