

# Interpreter Role Description



*Refugees, migrants and asylum seekers will have the ability and confidence to navigate and succeed in society, feel supported and hopeful for the future.*

## Introduction

Salusbury World is a charity that supports refugee, migrant and asylum-seeking children and their families. Salusbury World provides educational, social and emotional support for refugee children, and supports parents and the wider refugee community by providing English classes, workshops and outings, education mentoring, and a comprehensive social advice service.

## Project Description

The Salusbury World advice team have been successfully helping clients to navigate welfare benefits, housing support and to find work for 20 years. 70% of our clients require an interpreter. The main languages that we require interpreters for are Arabic, Farsi, Dari, Tamil, Tigrinya and Amharic. More recently, we have been seeing more clients with European languages.

## Aim of the Interpreter Role

### Main Tasks

- To offer clear independent interpreting of the client's issue and responses from the advice worker to the client
- To work with clients from countries such as Syria, India, Romania, Nepal, Brazil, Afghanistan and Bulgaria with almost no English

## Necessary Skills, Aptitudes and Knowledge

We believe a good interpreter needs:

- A warm personality
- To interpret accurately without adding personal thoughts
- A sensitivity to other cultures and an ability to communicate successfully across cultures
- Reliability, patience and flexibility
- An ability to build a good rapport with clients

- A commitment to equality & diversity and the rights of all individuals to respect and fair treatment
- To maintain clear professional boundaries
- High standard of English language
- A non-judgemental and supportive approach
- Interpreters need the ability to comprehend accurately and quickly what is said in their working languages, including colloquialisms. In consecutive translation, a good memory is particularly helpful. Equally, excellent concentration and the ability to think quickly are essential.
- Excellent interpersonal skills, a good sense of time management and IT skills are also beneficial.

**Commitment:**

This is very dependent on the clients that come to our advice service. It may be 2 hours per month or 2 hours every six months.

**DBS:**

An enhanced DBS check to work with clients will be required for this role. We will help volunteers with this application and pay the fee.

**Support and supervision:**

The interpreter will be managed by an appropriate member of Salusbury World staff and be supervised at all times.

**Induction and training:**

An initial induction to Salusbury World and the project will be provided, including an exploration of the context of refugees and boundaries.

All interpreters must undertake our Safeguarding training.

**Inclusion Statement**

Salusbury World is an approachable and diverse organisation which values and respects peoples' different backgrounds, characteristics, ideas and beliefs.

Salusbury World believes that it is essential to eliminate discrimination and promote equality of opportunity. Salusbury World is committed to opposing discrimination and will not discriminate against any person because of their ethnic origin, gender, sexual orientation, marital status, responsibility for children or dependants, age, employment status, disability, HIV status, religious or political beliefs or because of unrelated criminal convictions.