Telephone: 0333 305 8570
Website: www.europia.org.uk
Email: support@europia.org.uk

Ukrainian-Speaking Community Support Volunteer

Role Overview

Europia is looking for a **Ukrainian-speaking volunteer** to support community sessions for the **Salford Central and Eastern European Health Navigators Project**.

The project supports Central and Eastern European residents in Salford who may face language, digital or other barriers when accessing health and community services.

The volunteer will help welcome people, provide Ukrainian language support and help residents use digital services. They will work alongside Europia staff to make sessions welcoming and accessible.

What the Role Will Involve

- Interpret between Ukrainian-speaking residents and Europia staff during community sessions.
- Help Ukrainian-speaking residents communicate with Europia staff.
- Clearly interpret information provided by Europia staff.
- Translate short written information, messages and instructions between Ukrainian and English.
- Help check that translated information is clear and easy to understand.
- Welcome residents when they arrive at community sessions.
- Explain how the session works and who service users need to speak to.
- Help service users use mobile phones, websites, online forms and digital services.
- Help prepare the room before sessions and tidy the space afterwards.
- Support the general running of community sessions.
- Communicate information clearly, accurately and sensitively.
- Comply with Europia's Data Protection Policy and keep personal and sensitive information private.
- Follow Europia's safeguarding, data protection and professional boundaries procedures.

When

- Community sessions will run until **March 2027**.
- The project will normally hold **one community session each week**.
- Each session will last around **three hours**.
- Volunteers will support agreed sessions as part of a rota.
- The exact days, times and number of sessions will be agreed with each volunteer.

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Where

The project will be delivered across Salford. Sessions will take place at community venues, including:

- **Eccles Gateway**, M30 0TU
- **Broughton Hub**, M7 4BQ
- **Together Family Centre**, M44 6GX
- **St Aidan's Church**, M7 3SE
- Selected Salford libraries

Volunteers may support sessions at one or more venues, depending on their availability and the needs of the project.

Skills and Experience

We are looking for someone who:

- Speaks Ukrainian and English.
- Is friendly, patient and respectful.
- Has good communication and listening skills.
- Is comfortable speaking with people from different backgrounds.
- Can use basic websites, online forms and mobile phones.
- Is willing to help people with simple digital tasks.
- Can keep personal information private.
- Is reliable and able to attend agreed sessions.
- Is willing to learn and work as part of a team.

Previous volunteering, community work, language support or digital support experience would be helpful, but it is not essential.

Training and Support

Volunteers will receive:

- An induction before starting.
- Safeguarding training.
- Training on professional boundaries.
- Clear guidance about their role and responsibilities.
- Structured supervision and support from Europia staff.
- A Disclosure and Barring Service check.
- Information about possible pathways towards Immigration Advice Authority Level 1 qualifications, where appropriate.

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Benefits

- Use your Ukrainian language skills to support local residents.
- Gain experience in community support.
- Develop your communication and digital support skills.
- Build confidence and meet new people.
- Learn more about local health and community services.
- Receive regular support and supervision.
- Support Central and Eastern European communities in Salford.
- Receive agreed volunteer expenses.
- Gain experience that may support future employment, training or volunteering opportunities.

How to Apply

To express your interest, please contact:

Khalid Ahmed
Europia, Project and Volunteer Coordinator
Email: khalid.a@europia.org.uk

Please include:

- Your name and contact details.
- The languages you speak.
- Your availability.
- A copy of your CV.