

Volunteer Translator Role Description

Harbour Support Services is an independent charity providing services to women, men and children who have experienced domestic abuse.

Role Title	Volunteer Translator
Service	Any
Reporting Relationship	Team Leader
Role Description	<p>Harbour often supports women whose primary language is not English. The Volunteer Translator would work in conjunction with our staff to minimise barriers to accessing support. This may include translation support during one to one sessions, and supporting a worker when making preparations for meetings, supporting families to attend appointments, familiarise women with the local area, assisting to admit new women/families into the refuge, attending meetings, and support within a group session. The position may also include translating documents into another language.</p> <p>Activities may consist of assisting individually or in conjunction with other staff.</p>
Personal Profile	This role requires an enthusiastic and energetic person with the ability to communicate well with both staff and clients. The volunteer must be fluent in both another language, which may be British Sign Language and English and be able to translate. Ideally, they would have a translation or interpreting qualification and have translation experience.
Specific Qualifications Required	<ul style="list-style-type: none"> • Using Microsoft Office, including Excel • Previous experience supporting vulnerable adults/ children • Fluency in a second language
Location	North Tyneside, Northumberland, County Durham, Darlington, Stockton, Hartlepool and Redcar.
Commitment	We ask for volunteers to commit to a minimum of 4 hours per week from its volunteers. We would hope that you would be able to commit to volunteering for us for a minimum of 6 months.
Benefits to the Volunteer	<p>Why volunteer for us?</p> <ul style="list-style-type: none"> • Relevant work experience • Induction and ongoing professional training • An opportunity to gain new skills and experiences • Help you to develop your confidence • An opportunity to meet new people • Support, supervision and personal development • Chance to engage with a wide range of people and diverse community groups. • Rewarding sense of having made a positive difference to people's lives

	<ul style="list-style-type: none"> • Opportunities to join in project teams and influence development throughout the organisation. • Expenses: Paid in accordance with our Volunteer Policy (out of pocket travel expenses and lunch depending on length of shift). • We are happy to respond to requests for references in relation to any voluntary work carried out within our organisation
Key Qualities, Skills and Traits	<ul style="list-style-type: none"> • Working in a busy environment and meeting deadlines • An interest in the issues surrounding domestic abuse • Non-judgmental attitude • Clarity on issues of confidentiality • Ability to communicate at all levels • Ability to work on own initiative • Ability and desire to work as part of a team • Flexible approach • Excellent people skills • Attention to detail • Understanding of and commitment to the aims & objectives of Harbour Support Services
Training Opportunities	<p>All volunteers are expected to undergo Harbour Volunteer Training before they start volunteering for us.</p> <p>Volunteers will be able to access Harbour’s full training program.</p> <p>Full support will be given to help volunteers understand and carry out any aspect of the role as appropriate.</p>
For more information, contact:	<p>Rachael Leech, Recovery Service Team Manager volunteers@myharbour.org.uk</p> <p>Head Office 8 Sydenham Road Hartlepool, TS25 1QB T : 03000 20 25 25 E: info@myharbour.org.uk</p>

This role description describes the main purpose & outcomes for the post. It is a guide to the nature and principal duties as they exist currently, but is not intended to be comprehensive or permanent, nor does it form part of the contract of employment.