

Interpreter



Location: Regional office & local bureaux

Time required: flexible

Duration: long term minimum 6 months

Pattern: Weekly

As Northern Ireland's population continues to become more diverse, many of our citizens don't use English as their first language and whilst they are entitled to the same levels of support and services they may experience some difficulty in accessing these services

We have exciting opportunities for volunteer who wish to act as interpreters and ensure that advice and information is available to everyone regardless of their spoken language.

Purpose of the role

- To assist in making the bureau accessible for those for whom English is a second language

Main duties and responsibilities may include:

- Translating current posters and leaflets
- Translating advice for those for whom English is a second language
- Assisting in bringing greater awareness of other cultures to the bureau.

Personal skills and qualities that an Adviser needs:

- A commitment to the aims and principles of the CAB service
- Fluency in English and another language
- To understand the importance of confidentiality
- Excellent communication skills, both orally and in writing
- A willingness to attend training and other meetings
- To be approachable and friendly
- Impartiality
- To be able to work as part of a team
- Able to recognise their own limits and boundaries in the role
- Able to keep calm under pressure.

As this volunteer role will involve potential access to client information and personal details it is a regulated position and will be subject to a police record check. For more information on this process please see our website www.citizensadvice.co.uk/volunteering



Training provision

Whilst it would be anticipated that volunteers who are interested in this role would have some prior experience in an interpreter role all information unique to Citizens Advice will be covered in your initial training within bureau.

Volunteers who wish to become bilingual advisors will have access to the full Advisor Training programme (ATP). The ATP is a fully accredited 16 week training course

Citizens advice actively encourages and invests in the development of our volunteer team as new training becomes available you will have the opportunity to increase your skills and access training which relates to your role within the organisation.

Benefits and support

- Reimbursement of travel expenses (with valid receipts)
- Reimbursement of lunch expenses (with valid receipts)
- A contribution towards your childcare costs
- Accredited training
- Managerial support & supervision
- Access to the volunteer network and volunteer forum
- Monthly volunteer recognition draws.

Contact

If you are interested in this role or would like to discuss the potential for your volunteering in more detail please contact the

Volunteer coordinator
Citizens Advice
46 Donegall Pass
Belfast
BT7 1BS

Tel:028 9023 1120
email: volunteering@citizensadvice.co.uk

Alternatively contact your local Citizens Advice Bureau
full details are available from our website www.citizensadvice.co.uk

