

Language Support

Role Title	Language Support - Translator
Location of Position	Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU
Responsible to	Volunteer Engagement & Data Officer
Purpose/ summary of role	To provide support to the multiple projects at Havering, Barking and Dagenham Mind when supporting clients who have English as a second language
Description of tasks	<ul style="list-style-type: none"> • Support communication during appointments with clients who have English as a second language. • Translate written or text messages between service users and project staff where required. • Read and translate written materials to support understanding for service users and project staff.
Time commitment	Be available for a defined appointment time when contacted requesting support with translation needs
Qualities & Skills	<ul style="list-style-type: none"> • Good people skills • Good communication skills • Confident to ask for help when needed • Empathetic, compassionate and understanding • Non-Judgemental • Attention to detail • Able to take own initiative • Able to talk a language other than English • Time management skills
Training & Support	<p>We offer a 'Welcome to Mind' volunteer induction, which includes topics such as communication, confidentiality and boundaries as well as Health and Safety. There will be opportunities to access further training.</p> <p>You will receive a welcome pack as well as induction documentation and training. You will also have a quarterly meeting with your volunteer mentor. The Volunteer Engagement Coordinator will also be available for regular support, advice and guidance. As well as giving regular organisational updates to you.</p> <p>Within your induction you will be asked to complete some online training modules as well as any further training for the role. You will also be required to get a DBS for the position but this will be done with the Volunteer Engagement Coordinator before you start volunteering with us.</p>

Reimbursement of Expenses	We can cover some of the expenses which you may incur while you are volunteering with us. Please ask for further details.
Benefits of being a Volunteer	Volunteering with Mind Havering, Barking & Dagenham can be a rewarding experience and a feeling of being able to do something for someone else, develop your skills, learn new skills and meet new people. It can also help you to gain a sense of pride and build your self-esteem, becoming more confident, widening your network and feeling valued by our staff and those who are accessing our services.
Volunteer Engagement Coordinator contact information	Volunteer Engagement & Data Officer Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU volunteering@haveringmind.org.uk