

Role Information

- **Days and hours:** One or two days a week - Monday to Friday from 10am to 5pm (depending on availability)
- **Term:** Minimum commitment of 3 months
- **Reporting to:** Advice and Operations Programme Manager
- Volunteers are entitled to travel expenses to and from the place of work (and lunch for each full day). Please note expenses will be reimbursed against receipts only.

About the role

As a community interpreter at IRMO, you will be a vital point of contact for our community of Latin American users. Day-to-day, you will help users overcome the language barrier to access essential services to build a more integrated life in the UK.

This is an exciting opportunity for anyone who wants to understand the challenges faced by our community, gain experience in customer service and use their language skills in a positive and impactful way.

Main tasks and responsibilities

- You will assist users with processes such as opening a bank account, registering with a GP and applying for a National Insurance number.
- You will also help to create informative materials to facilitate the effective delivery of our services.

Person specification

- Verbal and written communication skills in English, Spanish are essential (Portuguese desirable);
- We are looking for a flexible and enthusiastic person who is confident in working in a multicultural and multilingual environment;
- Good interpersonal and communication skill. Ability to work effectively as a member of a team and with a diverse population of users, staff and partners;
- A caring, sensitive and non-judgemental approach;
- The ability to cope with stressful and emotionally challenging issues;
- Professionalism to handle sensitive and confidential information;
- Ability to set their own work priorities, take initiatives and work with minimal supervision;
- Excellent organisational skill and attention to detail.

Additional Requirements

- Two references from current/previous employers;
- Enhanced DBS Check (completed through IRMO);
- Safeguarding Level 1 certificate (completed through IRMO);
- One month trial period.

Benefits from Volunteering at IRMO

- Gives the opportunity of helping others and to give back;
- Creates an ideal space to learn new skills in a multicultural, cooperative and inspiring environment;
- Get involved with the Latin American Community and increase knowledge of the situation of Latin American migrants in the UK;
- Helps to gain experience and strengthen previous skills to face UK's competitive job market;
- Enhance CV and get references (after 3-month period) for further impact on the employment status;
- Participate in training sessions with high quality learning outcomes (in-house and external) in areas related to the role;
- Receive regular supervision and support.

Click [here](#) to find out more about us



THANK YOU FOR YOUR SUPPORT