

Employer:	Advising London (AL)
Responsible to:	Head of Operations
Employments Status:	Volunteer
Hours:	1-2 hours, as and when required
Availability:	(Monday to Friday) flexible to your availability
Duration:	Minimum 3 - 6 months

Role summary

This opportunity is for someone who will be working as part of our Language Services Project. The project's aim is to provide advice, information and support in their language to those who speak limited English. Your role will be to interpret and translate from English to that of a specified language and vice versa during pre-booked appointments and other services.

Responsibilities

- Interpreting to the client advice given by our advisors
- Interpreting to the advisor what the client is saying in response to the advisor's question
- Assisting advisors/clients in making phone calls on their behalf

Our requirements

- Fluent in speaking and writing in English and one of the languages listed above
- A professional qualification in community interpreting
- To understand the importance of confidentiality
- Excellent communication skills, both verbally and in writing
- A willingness to attend training and other meetings
- To be approachable, friendly and impartial
- To be able to work as part of a team

What's in it for you

Gaining direct experience of delivering high quality customer care and supporting clients through difficult times by interpreting. Volunteering with Advising London generate further transferable skills as we encourage you to attend relevant training, developing new skills and putting existing skills to good use. You will be getting invaluable work experience and simultaneously getting involved with the community

Expenses

The organisation's volunteers are able to claim reasonable out of pocket expenses, subject to the production of receipts as evidence of the expenditure. This is necessary to ensure that all individuals have access to voluntary opportunities.

Recruitment Process entails

DBS check (at no cost to the volunteer), references and trial period.

How to start volunteering

If you would like to become part of a growing team dedicated to combatting poverty and injustice please download the application form from <http://advising.london/volunteer>

If you require further information regarding the roles please contact us by emailing volunteering@advising.london or calling 020 3752 5520