



Volunteer Interpreter – Role Description

About the role: Chain of Hope runs an International Child Referral Programme, providing vital treatment to children from countries where there is little or no access to cardiac care. We bring children to the UK for surgery and our volunteers help us to support the children and their families' whilst they are here. Volunteers are integral to the smooth running of the UK programme and provide a valuable chain of support for the Child Referral Team.

Volunteer Interpreters are called upon to support us when families come to the UK who speak little or no English. We work with countries all around the world, and we are particularly looking for translators who speak any African or Middle Eastern languages.

Time commitment: This role is on an ad-hoc basis, weekdays, evenings or weekends. We ask that volunteers can commit to supporting us for a minimum of 12 months.

Location: London, Royal Brompton Hospital, Evelina Children's Hospital, and Harley Street Clinic

Responsibilities of the role:

- Translating between English and your spoken language, in person, or via phone or e-mail
- Interpreting at medical appointments or at the Host Family home
- Ensuring the child's parent or guardian understand the complexities of their medical treatment
- Communicating with the children we support in a child appropriate manner
- Enabling families to ask questions or voice their concerns
- Ensuring families have full understanding of the day to day information they need
- Providing a vital link between Chain of Hope staff, medical staff, volunteers, and the families

Opportunities of the role:

- Develop skills in supporting people through challenging situations
- Gain experience of supporting both children and adults in a hospital setting
- Learn about working with people from a variety of different cultures and backgrounds
- See the rewarding results of Chain of Hope's work and become a part of our community

Desired experience and qualities:

- Excellent communication skills, including strong written and spoken English
- Flexible, reliable and committed
- Friendly and compassionate
- Self-aware and emotionally intelligent
- Able to use own initiative
- Willingness to take onboard feedback from staff in order to provide the best possible support
- Have respect and understanding of different cultural behaviours, practices and religions

What we will provide:

- Induction to Chain of Hope
- Relevant training needed to successfully carry out the role
- Regular support groups as well as ongoing one-to-one supervision
- An annual one-to-one review
- Reimbursement of reasonable out of pocket expenses, as outlined in the volunteer handbook

Volunteers must be aged 18 or over. This role is subject to a successful interview, an enhanced Disclosure and Barring Service check, completion of safeguarding training, and the provision of two satisfactory references.

For more information or to apply for this role please contact Charlotte at charlotte@chainofhope.org