



CALGARY IMMIGRANT WOMEN'S ASSOCIATION

VOLUNTEER POSITION DESCRIPTION

TITLE: Volunteer Interpreter

DEPARTMENT: Settlement and Integration Department

REPORTS TO: Volunteer Program

Volunteers who provide interpretation support to clients will gain a sense of satisfaction and pride knowing they are the bridge that spans communication between two people. Oftentimes without the interpreter a clear route of communication doesn't happen. Volunteers will constantly learn new things, be exposed to a variety of settings, personal and/or professional grown and more.

SUMMARY OF POSITION

Volunteer interpreters accompany agency clients who require extra support during appointments. Settings for interpretation services include; legal, medical, social, and counselling. The time commitment is 6 months minimum, Monday-Friday on an on-call basis during the daytime and early evenings.

DUTIES AND RESPONSIBILITIES

- Must adhere to a strict confidentiality policy
- Provide accurate interpretation to clients
- Comfortable with Virtual/phone/in person settings
- Sensitivity towards people from diverse culture, socio-economic; and education background
- Experience with immigrants dealing with language barriers
- Proficiency in the language of interpretation
- Report back to supervisor on the outcome of the appointment

STANDARDS OF PERFORMANCE

- Ensure that professional approach is aligned with CIWA values
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times
- Must be dependable, reliable, committed and timely

QUALIFICATIONS

- Must have a minimum of English level 7 in speaking and understanding
- Proficiency in the language of interpretation
- Must possess good interpretation and interpersonal skills
- Must remain professional and act with integrity at all times

If interested, please contact:

Volunteer Program – Debra Colley

Direct line 403-517-8830

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