

## **Job Specification for Translator, Interpreter and Intercultural Worker**

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Translator, Interpreter and Intercultural Worker – Job Description

**Dedicated Intercultural Worker** - It is proposed that a dedicated Intercultural Worker be recruited to carry out the tasks listed below. This worker will operate from the Roscommon LEADER Partnership offices, Unit 12, Tower Block B, Roscommon West Business Park, Roscommon Town and on an outreach basis based on business need from any of the Roscommon LEADER Partnership extensive range of bases in Co. Roscommon.

He/she will work flexibly for 37 hours per week for a period of 12 months which may be subject to extension based on funding provision.

Role: Act as Translator, Interpreter and Cross-Cultural Worker

### **Objectives**

The main objective is to provide interpretation, translation and cross-cultural support for recently arrived refugees who will be resettled in Co Roscommon. It will involve assisting the Resettlement Support Worker, volunteers and relevant services to interact effectively with the new arrivals via interpretation and translation of documents.

### **Key Tasks:**

- Liaise with and support the resettlement support worker in the implementation of their duties and provide interpretation, translation and support to the resettlement support worker as they assist the refugees during their duties, particularly in terms of their access to local services and state support.
- Provide high quality interpretation and translation from Arabic to English and from English to Arabic.
- Accompany Refugees to a variety of appointments and interpret accordingly.
- Assist refugees in completing application forms, registration forms & follow up where necessary. Maintenance of records of appointments, and assist the resettlement worker in assessing and monitoring the ongoing needs of the refugees.
- Record issues arising, responses, gaps, challenges both for the service providers and the refugees, and the solutions for future learning.
- Support the refugees to adjust to a new community and culture and integrate within the local community.

### **Other Duties:**

- To attend and contribute to monthly support meetings. To maintain accurate and up-to-date records of all work. To maintain strict confidentiality of personal information.
- To undertake additional tasks and responsibilities which may arise from time to time and which are relevant to the post.
- Be available to provide interpretation services during evenings and at weekends in exceptional circumstances.

- **Deliver Emergency Response Service:** This resettlement programme will offer an emergency response service to refugee families, within normal working hours: Monday to Friday, 9.00am until 5.30pm and an out-of-hours services from 7.00am until 12.00am (midnight). An all hours' exceptional emergency service is also provided subject to the requirements of the Contracting Authority. Within this time, the Resettlement Support Worker (RSW) will endeavour to be on-site with the refugee family within 30 minutes of the emergency being logged with the RSW or with staff in the Roscommon LEADER Partnership Office which can be reached at: 090 6630252. In addition, provision will be made for an out-of-hours and all-hour contact through mobile connectivity.

**Qualifications Strongly desirable:**

- Hold a professional qualification in interpretation studies.
- Native Arabic speaker, or a holder of a Third Level Qualification in Arabic.

**Experience/Knowledge:**

- An excellent understanding of the skills needed for professional interpretation. Excellent command of English and Arabic, both written and oral.
- Interpreting and translation experience in a formal setting, either in a voluntary or employed capacity.
- Ability to confidently interpret complex pieces of information on a variety of issues including medical, legal, education, housing and social services.
- Some knowledge of HSE, other local agencies and service providers, and Government Departments is desirable.
- Knowledge of different cultures and customs, particularly Islam and Christianity and their associated customs.
- In-depth knowledge of the issues facing migrants in Ireland, particularly those who are at risk of social exclusion, poverty and discrimination.
- Some experience of delivering intercultural awareness information to groups desirable.
- Unrestricted right to work in Ireland for a minimum period of one year from appointment.

**Skills/Abilities/Attributes:**

- Ability to react positively to change, deal calmly with unexpected and difficult situations and use appropriate language at all times.
- Ability to remain impartial regardless of any conflicts of interest or personal experiences. Appreciate the need for confidentiality, integrity, patience and professionalism at all times. Reliability and commitment to the role.
- Strong understanding of boundaries and the role of the interpreter. Excellent time management skills.
- Competency in a range of computer packages including Word, Excel, Publisher and PowerPoint. Ability to have a flexible approach to working as well as an ability to work well under pressure. Commitment to human rights based approaches, particularly as they affect refugees, asylum seekers and migrant workers.
- Strong interpersonal skills.
- Must possess a current full driving licence valid in Ireland and have own means of transport.
- Have permission to work in Ireland.

- Have a valid PPS number.
- An up to date tax statement.
- Strong communication skills (written and oral).
- Able to demonstrate innovative, flexible and adaptable work approach.
- Commitment to the work of Roscommon LEADER Partnership.

The Intercultural Worker will:

- Develop a working relationship with the members of the Syrian community to be resettled and service providers with a focus on building trust, understanding cultural and other differences and creating a basis of mutual respect and understanding
- Work with the community to build their confidence to act independently whenever they can, while providing them with adequate supports while doing so, Introduce the community to Irish norms with regard to accessing services,
- Support the English language tutors in the preparation of appropriate materials, topics to coincide with important religious and cultural events, topics and festivals so that students feel their own cultural and ethnic background is respected as part of this learning process,
- In consultation with the Resettlement Worker design appropriate briefing materials, training modules on cross-cultural understanding for use with potential employers, community organisations, volunteer workers and service providers,
- All appointments must be booked by the Service Provider and entered into an appointments book,
- It is not the duty of the Intercultural Worker to accompany Refugees on personal visits, shopping etc.

The Intercultural Worker **must not**:

- Discuss the content or existence of any meeting or appointment with another person, regardless of their role of that other person, unless specifically asked to do so by the refugee and in the company of the refugee,
- act as an advocate for the refugee,
- give their own personal opinion, unless specifically asked to do so by the Service Provider, and then, only to enhance the Service Provider's cross-cultural understanding,
- make appointments for a refugee with a third person or organisation at the request of an individual refugee or at the request of the Service Provider,
- give priority to any one Service Provider above another, unless in case of emergency,
- seek a personal appointment with a Service Provider, or discuss personal issues with any service provider or staff member or seek a personal service or advice from a service provider,
- give their personal contact details to a refugee or to a service provider,
- nominate another person to undertake their role, or subcontract their role,
- engage in any activity or disclose any information with regard to the refugee, the management, staff or Service Providers including their location or discuss the refugees with any other person or organisation at any time except at the request of the refugee client,
- provide contact details of any refugee to any other person or organisation regardless of their background,
- Take photographs of refugees or service providers with whom they work for any purpose,

- Share any comment, information or photographs on print or any form of media including social media,
- participate in any research, author books or papers of any kind, contribute to articles, documents or other publications relating to their work as an Intercultural worker, except with the prior agreement of the employer and the Office for the Promotion of Migrant Integration,
- Any materials produced will remain the property of the funder and can be used by the funder for their own purposes.
- The Intercultural worker must, at all times, respect professional boundaries and maintain an appropriate professional relationship with the refugees and service providers. The Intercultural Worker should withdraw from assignments where there is a conflict of interest.

### **Code of Ethics**

The Intercultural Worker must adhere to the following code of ethics. Confidentiality, Punctuality, Discretion, Honesty and integrity, Ethical work practices, and an anti-Racism and non-Discriminatory approach at all times.

### **Confidentiality**

In the course of this employment, the post holder may have access to, or hear, information concerning the medical or personal affairs of patients and/or staff or other services' business. Such records and information are strictly confidential. Unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged to discussed, except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and they must be returned to the employer to be kept in safe custody when no longer required.

### **Protection of Children**

Every person working with children have responsibility with regard to the protection of children. As an Interpreter/Translator/Cross Cultural Worker, working with Service Providers, you have a share in this responsibility. The Intercultural Worker must ensure that they are fully informed with regard to their employer's child welfare policy.

### **Support, Supervision and Performance Management**

Roscommon LEADER Partnership recognises that the person employed to perform the role of the Intercultural Worker will not be acting independently as a sole contractor. The Dedicated Intercultural Worker will be working for Roscommon LEADER Partnership which is an Organisation that will support the work and ethos of the Refugee Resettlement Programme and the Programme dedicated programme Support Workers. The following table outlines the appropriate, relevant supervision and supports and performance management procedures which will be in place within Roscommon LEADER Partnership in relation to the line management of this role.

<p><b>Reporting Relationship Including provision of scheduled support and supervision and performance management</b></p>	<p>Refugee Resettlement Programme Manager who in turn will report directly to the CEO of Roscommon LEADER Partnership in relation to performance management and all other Human Resource matters arising as soon as any issue arises.</p>
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