

JOB DESCRIPTION

Job Title	Translator, Interpreter and Cross-Cultural Worker
Project Name	Refugee Resettlement in Wexford
Reporting to	Resettlement Support Worker, Doras Luimní
Hours of Work	35 hours per week (excluding lunch hour)
Place of Work	Doras Luimní sub-offices Wexford and occasionally head office in Limerick
Timescale	12 months

Objectives

The main objective is to provide interpretation, translation and cross-cultural support for recently arrived refugees who will be resettled in Enniscorthy and Wexford towns. 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 cross-cultural understanding 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 clients 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 about Doras service users and adhere to Doras policy and procedure in this regard.
- ✚ To undertake additional tasks and responsibilities which may arise from time to time and which are relevant to the post.
- ✚ To carry out duties and responsibilities with due regard to Equal Opportunities legislation and Doras diversity policies.
- ✚ To effectively represent and market the mission, vision and values of Doras.
- ✚ Be available to provide interpretation services during evenings and at weekends in exceptional circumstances.



EUROPEAN UNION
Asylum, Migration
and Integration Fund



AN ROINN DLÍ AGUS CIRT AGUS COMHIONANNAIS
DEPARTMENT OF JUSTICE AND EQUALITY

This project is co-financed by the European Commission under the Asylum, Migration and Integration Fund 2014-2020 and is supported by the Department of Justice and Equality.

PERSON SPECIFICATION

Job Title Translator, Interpreter and Cross-Cultural Worker
Project Name Refugee Resettlement in Wexford
Reporting to Resettlement Support Worker, Doras Luimní

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.

Skills/Abilities/Attributes:

- + Strong listening skills and the ability to mirror what the support worker is saying as close as possible including inflection and emphasis.
- + 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.
- + Full driver's license and access to car.



EUROPEAN UNION
Asylum, Migration
and Integration Fund



AN ROINN DLÍ AGUS CIRT AGUS COMHIONANNAS
DEPARTMENT OF JUSTICE AND EQUALITY