**Remote Volunteer Interpreter Application Pack**

**Detention Action**

Detention Action is a small NGO working at the frontline of human rights in the UK. We rely on the work of volunteers to deliver much needed support and information to people in immigration detention centres. We provide emotional and practical support to people detained in the two immigration detention centres near Heathrow, and to people detained under immigration powers in prisons across the UK.

**Applying to be a volunteer**There are three steps to the recruitment of our volunteers. Each step is used to assess the suitability of the applicant for the role they are applying for.

1)    Application form – please complete [an application form](https://docs.google.com/forms/d/e/1FAIpQLSf02CMZKs2-papVcd6I1x3fsZ2Zn5gd7pKfhFZL_S4S6LCsng/viewform?usp=header) before the deadline.  
2)    Interview – interviews take place from 10am – 4pm remotely, over zoom. This is an informal space where we can find out more about you and you can find out more about Detention Action and ask questions about the role. There will usually be two people on the interview panel.  
3)    Training – the induction training takes place one weekday evening, and will be a remote training over zoom.

**Please take some time to read our website and the role description before completing the application form. Consider how your skills and experience are relevant to the role and to the work that Detention Action does.**

If you anticipate any specific barriers that may impact your volunteering with us, please discuss these with your Supervisor. We have a limited budget to support volunteers with equipment loans, so we may ask you to volunteer from our office (with your travel expenses covered) if you do not have access to the necessary equipment at home.

We strongly encourage applications from people with lived experience of immigration detention and/or hostile immigration systems.

If you would like to discuss the application process or have a question about the forms, please call us on 020 7226 3114, or email us and we can arrange a time for a chat about the role.

**Remote Volunteer Interpreter Role**

The remote Advocacy and Support Volunteer role can be done from anywhere in the UK. We will provide induction training via an online platform and ongoing training, telephone support and supervision.

We will do our best to ensure that despite the distance everyone who volunteers is fully supported and has the opportunity to develop their skills and knowledge.

**Purpose of the post**: To be part of a friendly, dedicated team providing practical and emotional support to individuals detained in immigration removal centres (IRCs) and under immigration powers in prisons.

To remotely assist office-based staff and volunteers in their casework by interpreting conversations with clients over the telephone.

**Report to:** Casework Coordinator

**Commitment required:** **9 months** initial commitment, interpreting on several calls a month on an ad hoc basis. Calls will take place between 10am – 5pm Monday – Friday. We try to be flexible within these times and will only ask you to interpret at a time that works for you.

If there are barriers to you volunteering with us for this length of time, we may also be able to consider a 6 month commitment, please explain why you would need this in your application. We will prioritise applicants who can make a longer commitment.

**Duties include:** To be available within office hours to assist with interpreting between people in detention and staff or Advocacy and Support Volunteers over the telephone in three way calls. We will try to pre-arrange this with you as much as possible so that it fits around your other commitments but sometimes we may ask if you are available for last minute, emergency interpretation.

To interpret conversations quickly, accurately and respectfully.

To comply with Detention Action’s Safeguarding, Confidentiality and Data Protection Policy

to protect your own and others’ health, safety and welfare.

To immediately seek guidance and advice from your Supervisor or other staff when a difficulty arises in carrying out the client work or if you are unsure about how to proceed.

To maintain regular contact with your Supervisor (or another member of staff if your Supervisor is away) and inform them of change in availability.

To alert staff if it is felt that any one you interpret for is at serious risk of self-harm. We will provide full training on this before you start.

To attend volunteer training sessions.

**Volunteer Development**

We ensure that volunteers are fully supported by their Supervisor with regular check-ins and debriefs where we discuss how you are finding the role and how you would like to grow at Detention Action.

There will be the possibility to try different volunteer roles as you build your confidence and knowledge.

We will provide regular training to allow you to carry out your role.

We will expense any costs that you may incur such as additions to your phone bill.

We can provide a reference for future jobs applications on completion of the volunteer commitment.

# Volunteer Interpreter Person Specification

### Essential Knowledge and Experience

1.Fluent spoken English and fluency in one or more of the languages spoken by our clients. We are currently in particular need of; Arabic, Albanian, Bengali, Farsi, Kurdish Sorani, Mandarin, Pashto, Portuguese (especially Brazilian Portuguese), Polish, Punjabi, Russian, Romanian, Vietnamese.

2. Knowledge and understanding of the aims and principles of Detention Action.

3. A willingness to learn about the asylum system, immigration detention in the UK and the issues faced by people who migrate to the UK.

**Essential Skills**

Ability and commitment to interpret several times a month, during office hours, for at least six months.

Willingness to be flexible – interpreters may be required as often as several times a week or as little as once a month.

Ability and commitment to attend Detention Action’s Online Induction & interpreter Training before starting as a Remote interpreter

Ability to use active listening skills to support people and interpret over the phone in a non-judgmental, non-discriminatory, sensitive and empathic manner.

Ability to seek advice and guidance from the Supervisor or other staff when necessary.

Excellent communication skills – ability to communicate with Detention Action staff, volunteers and people in detention.

Excellent interpersonal skills – ability to relate to individuals from different backgrounds and cultures and willingness to understand their situations.

Ability to attend volunteer training sessions regularly and to contribute to the running of the organisation in a constructive manner.

Ability to act in accordance with Detention Action policies at all times, particularly Code of Conduct, Confidentiality and Equal Opportunities Policies.

**PRIVACY NOTICE FOR VOLUNTEERS**

**Applicants**

**What data we process and why**

Detention Action processes the personal data that you provide as part of the recruitment process for any given role. This includes information you provide in your application form and throughout the recruitment process, such as during an interview, or information provided by your referee. This may include sensitive information, for example about your health, if you choose to disclose such information to us.

We need to know this information so that we can communicate with you about the recruitment process and volunteering with Detention Action. We will not keep any personal data from you that we do not need as part of the recruitment process. Only the person administering the recruitment and individuals on the recruitment panel will have access to your application.

Detention Action operates a blind recruitment process, so your personal details will only be shared with the recruitment panel if you are invited to interview.

**How long we keep this data**

* If you are not invited to an interview, your application will be archived then deleted 6 months after the finalisation of the recruitment in which you participated.
* If you are invited for an interview, we keep your application for 1 year after the finalisation of the recruitment in which you participated.
* If you are successful in the recruitment and begin volunteering with us, your application will form part of your volunteer record *(see section on Volunteers)*.

### Volunteers

**What data we process and why**

Detention Action processes the personal data that you provide as part of the recruitment process to become a volunteer. This includes information you provide in your application form, at interview, and any information provided by your referee(s). This may include sensitive information, for example about your health, if you choose to disclose such information to us. We need to know this information so that we can communicate with you about volunteering at Detention Action and as part of the recruitment process. We will not keep any personal data from you that we do not need as part of the recruitment process. While you are volunteering with us, we also process personal data you give us through the supervision and support we provide for you. It is important that we process this data so that we can communicate with you and support and supervise you effectively, as well as so that we can continue to develop and improve how we manage volunteers. If you ask us to be a referee, we will also need this data to provide a reference for you.

**How long we keep this data**

We will keep your data for as long as you remain a volunteer with us, and then for 6 years from the end of the financial year in which you stop volunteering with us. This is to allow us to comply with our legal and financial obligations.