

Volunteer Interpreter

Program: First Contact Program, Humanitarian Support & Engagement

Position: Volunteer Interpreter

Location: Various, flexible, home based

Description: Under the Canadian Red Cross, the First Contact program provides direct assistance to refugee claimants via a 24/7 helpline. Citizenship and Immigration Canada and Canada Border Services Agency in Vancouver have agreed to provide claimants at all ports of entry, in detention, and at CIC offices with a Red Cross card and information booklet that includes a free phone call to our First Contact phone line.

Arriving in Greater Vancouver, refugee claimants face many difficult hurdles in navigating the system and the city. Due to the lack of orientation available to them in their first language, this extremely vulnerable population often has no access to the most basic of services. Through a 24/7-phone line, First Contact provides reliable information, referrals and access to emergency housing and transportation. First Contact does not offer legal or counselling services, but rather provides a detailed referral service based on the needs of callers.

First Contact Interpreters act as back up to phone line volunteers to provide assistance to refugee claimants in their first language.

Duties & Responsibilities:

- Answer calls as transferred by a phone line volunteer according to the language spoken by the refugee claimant
- Translate all communication between the caller and the phone line volunteer

Qualifications:

- Fluency in English and a second language
- Experience with crisis lines or referral services preferred
- Willingness to take calls “on call” (there are no shifts)
- Ability to handle stress well, with a calm demeanour
- Knowledge of refugee determination process an asset
- Must be available to attend trainings
- Successful pass of Criminal Record Check

Training: Participate in a 1 hour training session (to be held at Burnaby Office) as well as participate in a 3 hour “Intro to the Movement” workshop.

Time Commitment: Minimum 1 year commitment

Benefits to the Volunteer: This position provides an excellent opportunity for individuals to learn about the Canadian refugee claims process, support vulnerable people in their time of need, as well as support the Canadian Red Cross in its mission to improve the lives of vulnerable people.

Contact:

Volunteer Interpreter Coordinator
3400 Lake City Way
Burnaby BC V5A 4Y2
fcinterpreters@redcross.ca