

Multilingual Support Volunteer

Could you help rough sleepers with translation support either with Punjabi or Romanian?

The West London NHS Trust rough sleepers service plays a key part in responding to the needs of rough sleepers, who also have mental health and physical health difficulties. The service works across Hammersmith and Fulham, Ealing and Hounslow - with a range of partners, including St Mungo's outreach service and local authority homelessness departments. As a Multilingual Support Volunteer you will accompany our rough sleepers team in the West London community ensuring the service is accessible and welcoming to people whose first language is not English with translation support in Punjabi or Romanian. Our rough sleepers may be on the street, in designated hostels or in day centres.

To be successful for the role, the following is required:

- Completed online volunteering application form
- An informal volunteering interview
- X 2 references
- DBS check
- Completion of core and local induction training

What does the role involve?

- To accompany rough sleepers team members on visits to rough sleepers whose first language may be Punjabi and Romanian and whose grasp of English is minimal to nothing
- Assist with interpretation and translation necessary to formulate an assessment of the persons wellbeing, personal history, mental health state and their physical health
- Occasionally accompany rough sleepers to help register with their local GP practice or outpatient appointments to offer social companionship and translation support.
- Adhere to the relevant policies and procedures of the Trust, including Infection control, Health and Safety, Safeguarding, Equality and Diversity, Data Protection and Confidentiality policies
- Opportunities to get involved in other areas of the Trust's work, including our NHS careers

Volunteers are not expected to be involved in any of the following:

- Clinical or medical treatments of any kind
- Psychological interventions

What skills and qualities do you need?

West London NHS Trust is committed to equal opportunities and welcomes applications from all sections of the community.

- Ability to verbally translate written and spoken English to Punjabi or Romanian and feedback back verbally in English to the service team
- Ability to travel within Ealing, Hounslow and Hammersmith and Fulham
- Non- judgemental and empathic to people who are experiencing the stresses and pressures of rough sleeping
- Some knowledge and understanding of mental health would be an advantage but not essential
- Available on Tuesdays for approximately half a day either mornings or afternoons and possibly Thursdays
- Have good interpersonal skills
- Be reliable
- Able to work as part of a team
- Able to complete tasks effectively and efficiently
- Committed to uphold [Trust core values](#) (**Togetherness, Responsibility, Excellence, Caring**) and NHS policies

What we can offer you

- A full induction, training or brief to your role
- On-going support and guidance from a member of staff
- The opportunity to develop your personal and professional skills
- The opportunity to get involved in other areas of The Trust's work, including NHS careers
- Provide you with a uniform
- Reimbursement of reasonable expenses
- The opportunity to contribute to our mission supporting outstanding patient care.

Time commitment

There is an expected minimum commitment once a week for at least 6 months for this role

The general time options activities could occur (these are not specific scheduled shifts)

	Morning	Afternoon	Evenings	Nights
Monday				

This role outline is binding in honour only, and is not intended to be legally binding

Tuesday	X	X		
Wednesday				
Thursday	X	X		
Friday				
Saturday				
Sunday				

Number of volunteers needed

We will need 4 volunteer(s) for this role

'West London NHS Trust is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.'