



Ramsey County Community Human Services - Volunteer Services Unit
160 East Kellogg Boulevard, Room 9800
St. Paul, Minnesota 55101-1494
Telephone: (651) 266-4090 Fax: (651) 266-4439

VOLUNTEER SERVICE DESCRIPTION

Interpreter

Purpose:

To assist human services staff to effectively and efficiently serve non-English speaking clients by translating and reverse translating Hmong, Karen, Burmese, Oromo, Somali, or Spanish and English and to perform related duties as assigned.

Duties/Responsibilities:

1. Translates Cambodian, Hmong, Karen, Burmese, Russian, Somali, Spanish or Vietnamese language into English and English into Cambodian, Hmong, Karen, Burmese, Russian, Somali, Spanish or Vietnamese language to assist human services personnel in communicating with Cambodian, Hmong, Karen, Burmese, Russian, Somali, Spanish or Vietnamese speaking clients.
2. Takes client histories, makes appointments, explains procedures and practices, and performs related duties requiring the giving or receiving of information.
3. Assists in preparations for client's visits by organizing records and performing related duties.
4. Maintain client confidentiality.
5. Maintain appropriate boundaries.

Qualifications:

1. Must be at least 16 years of age.
2. Must possess the ability to work with a variety of people.
3. Must be sensitive and responsive to the needs of others.
4. Must be able to maintain confidentiality.
5. Skilled in listening.
6. Skilled in the observation of body language and other nonverbal communication.
7. Skill in verbal communication.
8. Ability to clearly communicate with both the client(s) and staff.
9. Ability to read, write and speak English.
10. Ability to read, write and speak Cambodian, Hmong, Russian, Somali, Spanish or Vietnamese.

11. Ability to establish effective working relationships with clients and staff.

Time Commitment:

The minimal commitment for the Interpreter volunteer is a 6-month term in the position. Scheduling is flexible and is arranged with supervising staff. Shifts are scheduled Monday through Friday between the hours of 8:00 a.m. and 4:00 p.m. Volunteers may opt to be on an “on-call” status.

Location:

Volunteers serving as Interpreters may be placed in units within the Ramsey County Government Center East building, or at various community-based sites.

Supervisory Plan:

Interpreter volunteers are under the direct supervision of his/her assigned staff person with additional support and guidance provided by the Volunteer Services Coordinator. The Volunteer Services Coordinator, in cooperation with other agency staff, will provide general orientation and position specific training.

Benefits:

- Opportunity to learn new skills, or to maintain existing skills.
- Sense of accomplishment and personal satisfaction.
- Opportunity for professional networking.
- Opportunity to make a contribution and make a positive impact on the services provided to the citizens of Ramsey County.
- Orientation and training.
- Reimbursement for mileage.
- Reimbursement for parking expense, or bus fare.
- Meal allowance for shifts greater than 6 hours.
- Eligible to receive, upon request, 2 complimentary tickets (per month) to the Omni Theater at the Science Museum of Minnesota for the 6:00 p.m. show on the last Thursday of the month.