

Volunteer Role Profile



Volunteer Role

Interpreter (Hindi)

Volunteer Manager

Make-A-Wish UK Volunteering Team

Where you will be based

Community

Why we want you

As a Hindi Interpreter, you will help with the initial contact with wish families that don't use English as a first language. You will make the first call to the parent/guardian of a wish child when a referral comes in, to explain what we do here at Make-A-Wish UK and with the support of a Wish Referral Officer, help complete the application for a wish. You may also be required to interpret during the Wish Discovery and the delivery of the wish.

What you will be doing

- Be the first to call the main contact of a wish child when a new referral comes in and accurately explain in Arabic that a referral has been made and that the child is eligible for a wish.
- Enthusiastically explain how a wish works and the benefits of a wish.
- Work with a Wish Referral Officer and the family to complete the wish application form.
- If required, join the Wish Discovery (virtually) with a Wish Maker and use a range of tools, techniques communication styles to unlock the child's imagination and discover their wish.
- If required, help with interpretation during the planning and delivery phase of a wish.

The skills you need

- Is fluent in speaking and understanding Hindi.
- Has excellent English language skills.
- Has some knowledge of the culture and practices of the country or countries where Arabic is spoken.
- Is a good listener.
- Recognises, respects and is able to maintain confidentiality and professional boundaries.

What's in it for you

- You will be making the wishes of critically ill children and young people come true and making a difference not just to their lives, but to that of their family members. You will be breaking down barriers and making wishes more accessible for a diverse community. A wish builds resilience, confidence, hope and aspirations within the wish child, as well as creating

lasting memories. Through working with our Staff team and local volunteers, you will be ensuring a tailored and bespoke experience for children and families with language barriers.

- Be part of the Make-A-Wish UK team and community
- Bring your community to life around a fantastic cause
- Be impactful, by using your own skills and expertise and develop new skills and knowledge
- Receive the training and support to empower you to deliver

Disclaimer

Make-A-Wish is committed to attracting and recruiting diverse candidates as it's important that our trustees, employees, ambassadors and volunteers reflect the communities we serve at every level within the organisation.

The organisation is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. The relevant disclosure check will be requested where required.