



Volunteer Language Supporter: Role Description

About Amma

Amma Birth Companions is a Glasgow charity that provides care, information, and advocacy to pregnant people and new parents with limited support. Our services are free and include birth and postnatal companionship, peer support, and education.

Our clients include those who are seeking asylum, refugees, survivors of human trafficking, and individuals from other marginalised groups.

We aim to create a nurturing space where individuals feel seen, informed, and empowered in all aspects of their birth and early parenting experiences.

Role

Language Supporter volunteers will accompany staff members, companion volunteers, and other specialist perinatal supporters on home visits and in-office appointments to interpret for clients during their pre-and postnatal periods.

Language Supporters will be provided with an Amma phone to use during telephone appointments. There may also be the opportunity to interpret at group workshops, events, at antenatal sessions.

Each case is overseen and coordinated by a Perinatal Team Leader. All volunteers are managed by our Volunteer Manager.

Currently our most required languages are Arabic, Kurdish Sorani, Vietnamese, Mandarin and Albanian, but we would be happy to receive applications for any language.

Interpreting support is tailored to each Language Supporter's skill level, as well as the client's needs, but may include:

- Interpreting information about rights, processes, and choices in relation to birth and pregnancy
- Interpreting conversations about sensitive topics, such as experiences of trauma
- Interpreting discussions about clients' wider support needs to enable our Perinatal Team Leaders to signpost/make onward referrals

Process and Time Commitment

Becoming a volunteer Language Supporter means that we will reach out to you on an "as and when" basis according to clients' language needs. This is difficult to predict, and we would hope to be able to contact Language Supporters with several days' notice for advance appointments where possible. There is of course the potential to need an interpreter at short notice and we would contact you to check your availability when the need arises.

Timeline

- Applications close 17th April 2023.
- Interviews will take place in the week of 17th April – 21st April via Zoom.
- Training will be held in our Glasgow city centre office on Monday 15th and Monday 22nd May from 10:00 am-2:30 pm It is essential you are available for these training dates.

Lunch and travel expenses will be provided for training.

Qualities and Skills

Essential:

- Women and non-binary applicants welcome. (Please bear in mind that the role will often include discussions involving female anatomy and detailed aspects of birth physiology.)
- Upper-intermediate level or higher of English and/or language offered and the confidence to interpret for basic pregnancy/birth conversations. We would not expect a volunteer Language Supporter to have or contribute any specialist medical knowledge but we offer information and advice about birth planning and all aspects of pregnancy and postnatal period.
- A caring, compassionate, non-judgmental, and calm disposition
- Ability to work as part of a team
- Ability to manage confidentiality and boundaries
- Able to attend approximately eight hours of face-to-face induction training (over two mornings) supplemented with self-directed online learning
- Committed to attending monthly peer support and ongoing group learning sessions
- Belief in Amma's values including a commitment to anti-racism and inclusivity
- Self-motivation, emotional resilience, a flexible approach, and the ability to effectively manage your own wellbeing
- Ability and willingness to travel to appointments
- Willingness to follow health and safety guidance including government guidance on Covid-19
- Willingness to provide language support within a home setting and within other accommodation across the city where they may be children and other family members present
- Able to provide language support safely and confidently for people with an extensive history of trauma (if you are currently undergoing recovery from trauma, please consider your own wellbeing before applying to this role)
- Glasgow area resident

Desirable:

- Knowledge of refugee/immigration issues
- Knowledge and/or experience of pregnancy and birth
- Experience of supporting people facing issues related to the asylum process, mental health and/or trauma



Training, Support and Supervision

Reflective and supported practice are essential for the safety and wellbeing of volunteers and the clients they support. Whilst this is a very fulfilling role, the emotional impact of supporting parents with complex needs can be significant.

Therefore, we put the following in place:

- Essential induction of approximately 8 hours of face-to-face induction training supplemented with approximately 2-3 hours of self-directed online learning
- Monthly supervision sessions led by a mental health professional
- Ongoing skills development opportunities
- Regular opportunities to connect with and befriend other Amma volunteers

Expenses

Amma will cover reasonable out of pocket expenses for travel.