

Position Description

Position: **Community Translator Volunteer**

Supervisor: Senior Strategist, Service Design & Innovation

Location: Remote

Time Commitment & Availability: This is a flexible, as-needed volunteer role. Translation requests are offered throughout the year as materials require translation. Volunteers can choose to accept or decline requests based on their language expertise, availability and capacity. There is no minimum weekly commitment, and time required will vary depending on the length and complexity of each translation request.

Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, case coordination, employment, empowerment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

About the Program:

The ASRC Community Portfolio works to ensure safety, freedom, justice and pathways to successful settlement for people seeking asylum through our frontline humanitarian and resilience services, while our advocacy for systemic change and refugee-led solutions unlocks political and social transformation. Our platform for change and our credibility in advocacy is ensured by integration with our frontline services, which provide the evidence base for transformational change, delivered for (and with) people seeking asylum.

Position Purpose

The Community Translation Volunteer helps improve access to information for people seeking asylum by providing high-quality written translations of a range of ASRC materials into community languages.

Translation requests are offered as they arise throughout the year. Volunteers can choose to accept or decline requests based on their language expertise, availability and capacity, making this a highly flexible, remote, volunteer opportunity.

Volunteers may translate information sheets, flyers, website content, forms, surveys, event promotions, client resources and other organisational materials. This role plays an important part in ensuring ASRC information is accessible, culturally appropriate and meaningful for the diverse communities we support.

This is an ideal opportunity for bilingual or multilingual volunteers who are passionate about using their language skills to support equitable access to information, and contribute to a more inclusive community.

We welcome volunteers who can translate content and materials into one or more languages commonly spoken within the ASRC community. These may include:

- Arabic
- Dari
- Farsi (Persian)
- Pashto
- Tamil
- Sinhala
- Urdu
- Hindi
- Burmese
- Rohingya
- Tigrinya
- Amharic
- Oromo
- Somali
- Swahili
- Vietnamese
- Mandarin
- Cantonese
- Nepali
- Spanish

We also encourage applications from speakers of other languages relevant to refugee and asylum seeker communities.

Key Responsibilities

- Translate written materials from English into your nominated community language(s), ensuring translations are accurate, clear to understand, culturally appropriate and accessible.
- Maintain the meaning, intent and tone of the original document while adapting language to suit the intended audience.
- Complete agreed translation requests within negotiated timeframes and communicate promptly if you are unavailable or require an extension.
- Seek clarification from the supervising staff member where language, terminology or context is unclear.
- Maintain confidentiality and handle all information in accordance with the ASRC's privacy and confidentiality requirements.
- Identify any cultural or linguistic considerations that may affect how information is understood and provide recommendations where appropriate.
- Provide feedback on translated resources to support continuous improvement of ASRC's multilingual communications.
- Work collaboratively with ASRC staff and uphold the organisation's values, policies and commitment to human rights.

What We're Looking For:

Essential:

- Fluency in written English.
- Native or professional-level written fluency in at least one community language.
- Excellent written communication skills.
- Strong attention to detail and accuracy.
- Ability to convey meaning rather than provide literal word-for-word translations.
- Ability to maintain confidentiality.
- Reliability and ability to respond to occasional translation requests.

Desirable:

- Previous translation or localisation experience.
- Experience using Microsoft Word or Google Docs.
- NAATI accreditation (or working towards accreditation).

- Lived experience as a person seeking asylum, or from a refugee background
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

The ASRC values lived experience, passion and commitment to justice and human rights for people seeking asylum over formal qualifications. You are encouraged to apply even if you do not meet every criterion.

Compliance:

Before commencing with ASRC you will be required to complete the following:

- Police Check
- Working with Children Check
- Volunteer Agreement
- Volunteer Training
- 3-Month Review Period