

Habitat for Humanity Greater San Francisco Translation Services Volunteer Description

Position Title: Translation Services

Purpose: This volunteer position is to help our Homeowner Development Department (HDD) make affordable homeownership opportunities widely available by providing translation services for prospective and first-time homebuyers as well as current homeowners. HGSF builds homes and provide affordable homeownership opportunities for low-income families in Marin, San Francisco, and San Mateo counties.

Location: Local to Marin, San Francisco, or San Mateo counties with remote opportunities.

Key Responsibilities: Provide translation services for our new, prospective, and current homeowners either in person, by phone or on zoom. Tasks may include but are not limited to:

- Provide support in fielding inquiries about Habitat's homeownership opportunities
- Simultaneously interpret during 90-minute presentations for first time homebuyers on various topics related to homeownership
- Assist prospective homeowners with our online application
- Facilitate communication between Habitat staff and homeowners and/or clients

Supervisor: Homeowner Development Department

Time Commitment (will vary depending on the task): Open to creating an ongoing relationship with HDD staff and homeowners. A few meetings with our HDD staff to learn and train. Available at least 1-2 times a week, at least 1-2 hours at a time, for homeowner inquiry response or application assistance appointments (starting in October). Starting in 2021, may be asked to help with live translation of 90-minute presentation.

Qualifications:

- Fluent in Cantonese, Mandarin, Spanish, Vietnamese, Tagalog, or Arabic languages
- Comfortable giving a presentation in person and on Zoom
- Able to work with people of varying backgrounds and income levels
- Compassionate and patient
- Attention to detail

Support: Volunteer will meet with our Homeowner Development Department to learn about Habitat's processes, including the application process, and the curriculum and information on a provided presentation (1-2 hours). Staff will be available to provide ongoing support to field questions and help problem-solve.

Dress: Business casual

Additional Requirements:

- Working computer with video camera
- Provide a resume or LinkedIn profile, and one professional reference
- All volunteers must sign a waiver and non-disclosure form
- Volunteers over 18 must pass a background check

Our Commitment:

- We want our volunteer engagements to be mutually beneficial. Both parties will have a chance to determine the suitability of the assignment and make appropriate changes. This can include reassignment or separation.
- We value flexibility. The volunteer and supervisor will give 48 hours' notice for changes in the schedule. In cases of emergencies, the volunteer will notify his/her supervisor as soon as possible.
- We value our volunteer's time. We will have work ready for the volunteer upon engagement. If the supervisor is indisposed, he/she will ensure that an alternate supervisor will have work ready for the volunteer on the scheduled day