



International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر



**Hellenic Red Cross**

**TITLE: Field Interpreter (Arabic or Farsi speakers)**

**TEAM/PROGRAMME:** Migrant Population Support

**LOCATION:** Athens and other locations in Greece

**GRADE:**

**TYPE OF CONTRACT:** Fixed Term

**ROLE PURPOSE:**

The International Federation of the Red Cross and Red Crescent (IFRC) in partnership with the Hellenic Red Cross seeks a Field Interpreter/Translator to support facilitation of communication and community engagement between beneficiaries and Red Cross staff and volunteers. This position will support to Red Cross teams working in reception sites in their daily activities regarding assessment, information provision, communication activities and referrals. S/he may be required to liaise with key partner organisations and other stakeholders and agencies relevant to the sectors of work where Red Cross is engaged.

**SCOPE OF ROLE:**

**Reports to:** Hellenic Red Cross Camp Site Officer and Technical Teams leaders.

**Staff reporting to this post:** None

**KEY AREAS OF ACCOUNTABILITY:**

**Field Level Support**

- Act as first point of contact for camp residents to receive and respond to their feedback in relation to Red Cross programs and services.
- Liaise and build a rapport with other existing interpreters / cultural mediators from other organisations.
- Stay informed about Red Cross services and activities in the site in order to provide clear information and referral.
- Consider special needs on access to information and referral from most vulnerable cases identified at camp level (children and unaccompanied minors, women travelling alone, elder people, mobility impaired persons, persons suffering of chronic disease and psychological distress, cultural and religious minorities, etc.)
- Ensure appropriate referrals are made when necessary to the available services such as medical referrals, camp management, asylum support and social services.
- Work closely with the Red Cross Supervisor on site, as well as with Red Cross Field Coordinators along with other stakeholders on the ground (site managers and other agencies and organisations).
- Provide translation support to Red Cross staff and volunteers when required.

- Support Red Cross staff and volunteers at field level with setting up and conducting activities on a daily basis on psycho-social support and health care, Restoring Family Links (RFL) service, hygiene promotion, relief assistance, cash transfer program, community engagement and accountability.

### **Support to Technical and Programme Staff**

- Provide linguistic support to all Red Cross programs when needed – this may involve inputting and writing documents in Arabic and Farsi, ensuring consistent messaging between Greek/English and Farsi.
- Ensuring the language used is culturally appropriate and relevant and that messages are well understood by migrant population.
- Providing support to programme staff members when needed with regards to signage, technical labelling and documents in Arabic and English/Greek

The role holder will need to carry out any other tasks requested by the line manager relevant to this role. They might also be expected to be on call, work on weekends or difficult hours on an ad-hoc or emergency basis.

### **BEHAVIOURS (Values in Practice)**

#### **Accountability:**

- holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Red Cross values.

#### **Ambition:**

- sets ambitious and challenging goals for themselves, takes responsibility for their own personal development and encourages their team to do the same
- widely shares their personal vision for Red Cross, engages and motivates others,
- future orientated, thinks strategically and on a global scale.

#### **Collaboration:**

- builds and maintains effective relationships, with their team, colleagues, Red Cross branch members and external partners and supporters
- values diversity, sees it as a source of competitive strength
- approachable, good listener, easy to talk to.

#### **Creativity:**

- develops and encourages new and innovative solutions.

#### **Integrity:**

- honest, encourages openness and transparency; demonstrates highest levels of integrity.

## QUALIFICATIONS AND EXPERIENCE:

### Essential

- Strong communication skills (written and spoken) in Arabic or Farsi. Bachelor's degree in Translations, or equivalent combination of education and work experience in an English/Greek speaking context.
- Good attention to detail and analytical skills.
- Understanding and sensitive to the needs of people from a variety of backgrounds and cultures, including a strong commitment to confidentiality.
- Able to be flexible and deal with emotional stress, and to seek support when needed.
- Quick to respond to queries and referrals as and when needed and able to manage a varying workload.
- Cultural awareness and ability to build relationships quickly with a wide variety of people.
- Patient, adaptable, flexible, able to improvise and remain responsive and communicate clearly and effectively under pressure.
- Strong communication (written and spoken), and interpersonal skills in English, with experience in working in multicultural teams.

### Desirable

- Significant experience with NGOs in an international environment
- Experience of working with refugees and people on the move before

### Health and Safety

The post holder is required to carry out the duties in accordance with Red Cross Health and Safety policies and procedures.

### Additional job responsibilities

The job duties and responsibilities as set out above are not exhaustive and the Post holder may be required to carry out additional duties within reasonableness of their level of skills and experience.

### Application Forms

Interested candidates please submit your **English CV and Motivation Letter** to the following e-mail address: [mahfujur.rahman@ifrc.org](mailto:mahfujur.rahman@ifrc.org) **before June 30th**. Please mention the Position Title at the subject of the e-mail in any of your correspondence. All CVs will be treated with the strictest of confidentiality. We will only contact candidates matching our criteria.