



VECRA is seeking Full-Time

Interpreter/Translator Call Specialists Tiers 1-3

VECRA, Inc. seeks Interpreter/Translator Call Specialists to provide legal services for unaccompanied children on behalf of the Office of Refugee Resettlement (ORR). The mission of the ORR is to promote the health, well-being, and stability of refugees, unaccompanied children, and other eligible individuals and families through culturally responsive, trauma-informed, and strengths-based services.

COMPANY DESCRIPTION

VECRA, Inc. is a service-disabled veteran-owned small business (SDVOSB), woman-owned small business (WOSB), minority business enterprise (MBE) consulting firm implementing proven methodologies that help our clients drive growth, transform businesses, and innovate breakthrough ideas. VECRA's extensive experience with interpretation & translation, healthcare consulting, facilities management, move management, program management and staffing support services are always:

Vigilant * Efficient * Collaborative * Responsive * Accurate

JOB SUMMARY

The Interpreter/Translator Specialists will provide high-quality, accurate, grammatically correct, and culturally competent translations of documents and various types of critical communications. The Interpreter/Translator Specialists will deliver in a sensitive manner, quality, and age-appropriate interpretation by telephone, video conference, or in person (as needed) to clients who may be children and youth with limited formal education and limited experience living in the United States.

ROLES and RESPONSIBILITIES

- Translate to Spanish official documents, informational brochures, outreach materials, PowerPoint presentations, technical support documents, and other materials as needed



- Review and translate materials related to immigration, health, safety, education, integration into the community, etc. for international unaccompanied children
- Ensure that the translation of materials meets standards of accuracy, fluency, comprehension, cultural appropriateness, and sensitivity.
- Ensure compliance with State and Federal requirements.
- Ensure proper grammar and punctuation in translation of legal (and all documents)
- Apply quality standards to all translations
- Meet all deadlines required by the program supervisor and federal partners
- Communicate effectively in written form and verbally in English and Spanish.
- Communicate and work with immigrant and refugee advocacy agencies, local and community stakeholders, legal services providers, court officials, and state and federal partners as needed.
- Verify that the materials to be translated are relevant to the program
- Provide culturally appropriate, culturally sensitive, and age-appropriate interpretation via video conference, telephone, or in-person when requested.
- Prioritize the preservation of the client's privacy and safety
- Track the progress of each translation project assigned and ensure its completion within or before the specified deadline.
- Provide all information for reports on time.
- Adhere to VECRA and Client's protocols, policies, and timelines
- Must always conduct oneself following VECRA's values both onsite and virtually

QUALIFICATIONS and REQUIRED SKILLS:

- Ability to pass language testing for translators and interpreters
- Knowledge, familiarity, and respect of cultures, beliefs, language, and dialect nuances of El Salvador, Guatemala, Honduras, and Mexico
- Ability to empathize with unaccompanied immigrant children and youth
- Self-regulate to avoid imposing one's own opinions or judgments
- Minimum of 2 years of experience working with immigrant populations and/or child welfare
- Minimum of 2 years experience working with unaccompanied children or refugee minors



- Previous experience in translation and in-person interpretation for small and large groups of people
- Experience with the Office of Refugee Resettlement.
- Ability to work weekends, nights, evenings, and holidays as needed or requested by the position.
- Bi-lingual in both English and Spanish, spoken and written- Must pass the assessment.
- Ability to work under pressure with minimum supervision.
- Veterans are encouraged to apply.

EDUCATION

- Bachelor's in social work, psychology, criminal justice, sociology, or a related field of study or other relevant degree is preferred.
- Relevant experience of 5+ years working with refugees, asylees, children, adolescents, immigrants, families, and foster care programs may substitute a bachelor's degree

OTHER

- **Schedule:** Full Time, 9:00 am – 5:30 pm
- **Days:** Monday – Friday; Saturday - Sunday. (Work hours may vary based on the client's need and location. Some weekend work may be required)
- **Coverage:** 365 days, 7 days per week, 24 hours per day
- **Telework:** Yes; May be required to provide interpretation by telephone and occasionally provide in-person interpretation
- **Job Location/s:** Arlington, VA; Boston, MA; Chicago, IL; Houston, TX; Los Angeles, CA; Miami, FL; Metairie, LA; New York City, NY, Bethpage, NY; Newark, NJ; San Francisco, CA; and Tampa, FL; Other locations as added based on client needs.
- **Req Type:** Full-Time

BENEFITS

We offer a competitive benefits package for full-time employees to include paid holidays, paid time off, medical, and dental.



VECRA, Inc. is an equal opportunity and affirmative action employer. VECRA is committed to administering all employment and personnel actions on the basis of merit and free of discrimination based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability.

VECRA maintains a drug-free workplace and performs pre-employment substance abuse testing and background checks, where permitted by law.

Email resumes to HumanResources@VECRAINCC.com

with Subject Line: **Interpreter/Translator Call Specialists Tiers 1-3**