



PKD Connect Interpreter Volunteer Job Description

PKD Connect Interpreters will translate emails and assist with returning phone calls on an as needed basis. Volunteers will connect individuals with PKD Foundation programs and services as appropriate and assists with building a sense of community for non-English speaking patients and families.

Interpreter responsibilities:

- Connects individuals in the PKD community to PKDF information and resources such as:
 - Local communities
 - PKD Connect Mentoring Program
 - ADPKD patient registry
 - Patient handbooks
- Maximizes the utilization of PKDF resources
 - Directs PKDF constituents to appropriate educational resources based on the constituent's relationship with PKD and their individual journey with PKD
- Informs individuals about PKDCON offerings
- Develops mutual trust and respect
- Maintains confidentiality
- Emphasizes positive, action-oriented communication
- Translates accurately and completely via phone and email
- Does not provide medical advice
- Does not provide crisis intervention

Interpreter requirements:

- Familiarity with Office 365 and Outlook email platform
- Complete all onboarding requirements
- Participate in quarterly training sessions
- Reliable internet connection and smartphone or desktop access
- Communicate availability to PKD Connect staff

Interpreter qualifications

- Commitment to the mission of the PKD Foundation
- Strong interpersonal and communication skills
- Excellent active listening skills
- The ability to work well with others (PKDF staff, volunteers, constituents, etc.)
- Self-motivated
- Good time management skills
- Basic computer skills