

Frequently Asked Questions for Interpreters Interested in Working for the Victim Services Interpreter Bank

1) What is the Victim Services Interpreter Bank?

In November of 2014, Ayuda launched the Victim Services Interpreter Bank with public grant funding from the DC Office of Victim Services (OVS). OVS is a Washington, DC government agency dedicated to helping victims of violent crime. OVS recognized that there are many limited-English proficient and Deaf/Hard of Hearing residents of Washington DC and its surrounding jurisdictions who fall victim to sexual assault, domestic violence, human trafficking, hate crimes, the death of a loved one due to homicide, and many other crimes. These individuals may need a forensic medical exam, therapy, counseling, safety planning, relocation assistance, and other vital services. Because a language barrier should not prevent these survivors from receiving compassionate and thorough assistance, the Victim Services Interpreter Bank was created. The Victim Services Interpreter Bank is an interpreter bank of victim-centered, trauma-informed interpreters potentially available 24 hours a day to assist in delivering required services.

2) How Can I Become an Interpreter for the Victim Services Interpreter Bank?

Interpreters who are interested in working for the Victim Services Interpreter Bank (the Bank) are pre-screened by Ayuda for eligibility.

In order to serve as an interpreter for the Bank, you must already have at least 40-hours of training in the basics of interpreting. You must also have upper-level training and/or experience in working with victims of crime. One example of a qualifying training is Breaking Silence, Interpreting for Victim Services. Having these qualifications does not guarantee that you will be accepted to work as an independent contractor for the Bank. Ayuda takes into account your experience and training, as well as the needs of the victim services community in Washington, DC.

If you believe that you are qualified to work for the bank, please contact Ayuda by sending an email to interpreterbank@ayuda.com so that we may conduct a preliminary screening to determine whether your training and experience qualify you to apply to work for the Bank. Please attach to the email a copy of your resume and any proof of credentials. In the body of the email, please include your contact information, working language(s), and the name of Bank for which you are interested in working.

3) What types of assignments can I expect?

The Bank is meant to serve victims of crime. As an independent contractor, you will be offered assignments that will involve assisting nurses, social workers, advocates, and therapists as they offer crucial services to victims of crime who are seeking to escape or recover from traumatic experiences. Below are some examples of assignments that you might be offered:

- Office of the Chief Medical Examiner: therapist working with someone who has come to identify the body of a loved one who fell victim to homicide
- MedStar Washington Hospital Center: nurse performing a forensic medical exam on a victim of sexual assault
- Shelter: advocate assisting a victim of domestic violence through the intake process at a shelter

This is not an exhaustive list. Please keep in mind that all assignments will take place within the Washington-metropolitan area, **with almost all occurring within the city of Washington, DC.**

4) I live in Virginia and it usually takes me an hour and a half to arrive at assignments in Washington, DC. Can I work for the Victim Services Interpreter Bank?

You may not be the best candidate for this project. Ayuda will likely prioritize interpreters who live in Washington, DC or close to Washington, DC. Sometimes, victim service providers need an interpreter to arrive right away.

5) Are interpreters for the Bank on call 24 hours per day?

Service providers could need an interpreter at any hour of the day or night. That does not mean that interpreters will be on call 24 hours a day. As an independent contractor, you can choose to accept or not to accept any particular call for service. If the Bank is unable to help a victim with an in-person, specially trained interpreter, then the Bank will provide telephonic interpretation with an interpreter who has not necessarily completed training applicable to working with victims. You are encouraged to negotiate different rates with Ayuda that would make it worth your while to accept scheduled assignments, emergency assignments, and after hours assignments (Ayuda appreciates that the rate for taking an assignment at a moment's notice in the middle of the night is different than the rate for taking a scheduled assignment during the day).

Payment Amounts

1) How much will I be paid for each assignment?

Ayuda offers assignments to independent contractors who have negotiated their own pay rates. Due to this arrangement, each interpreter has a negotiated pay rate particular to that

interpreter. As would be expected, Ayuda is willing to pay higher rates for “emergency” assignments than for scheduled assignment.

Before accepting an assignment with the Bank, you will be asked to sign an agreement with Ayuda as an independent contractor. You will negotiate the terms of the agreement, including rates for emergency and after hours assignments, and you will find those terms listed in the agreement.

2) What counts as an “emergency” assignment?

An “emergency” assignment is one for which you must arrive to the location of the assignment **within three hours** of receiving the email and text from the Salesforce system with the request for interpretation. The Salesforce system is the automated interpreter scheduling system used by the Bank. It is a web-based system.

3) What qualifies as “after hours?”

“After hours” includes holidays, weekends and anything outside of regular hours, which are 7AM-7PM, Monday through Friday.

4) Will I be paid for the time that it takes me to arrive to the assignment?

You will not be paid for travel time.

5) Can I be reimbursed for parking?

There is no reimbursement available for parking costs.

Accepting Assignments

1) How will I know when a new assignment becomes available?

Once you become an independent contractor for the Bank, you will be given access to Salesforce, the online interpreter scheduling system used by the Bank. You will have a profile on Salesforce, and you will receive messages from the system.

You will receive a text message and an email from Salesforce with basic information about new assignments that correspond to your language pair. **You must log onto Salesforce** through an internet browser (on your phone or on a computer) if you want to accept the assignment. You will receive a confirmation email if you are chosen for the assignment.

- 2) Will I be receiving texts and emails every time an assignment is available, regardless of whether or not it applies to me?

You will only receive notifications of assignments in your language pair.

- 3) What if I worked for the Bank and left the country for two weeks? Could I stop receiving emails and texts from the Victim Services Interpreter Bank during that time?

You would contact Ayuda at interpreterbank@ayuda.com if you needed to stop receiving notifications of new assignments for an extended period of time.

- 4) How do interpreters know when a victim services provider is asking for an interpreter right away?

If the assignment notification text or email that an interpreter receives contains a start time that is very soon, such as less than an hour from now, the interpreter knows that the provider is asking for an interpreter right away. If the interpreter is available, the interpreter signs onto Salesforce, accepts the assignment, **AND** calls the provider to say that the interpreter is on the way and approximately how long it will take the interpreter to arrive at the location. The provider's phone number is listed in the text message that the interpreter receives and also next to the Requester's Name in the email that the interpreter receives.

- 5) How do interpreters accept assignments?

An interpreter must log onto Salesforce with his or her username and password. The interpreter then follows a series of simple steps to accept the assignment. A confirmation email is sent to the interpreter to confirm that the session has been assigned to the interpreter.

Arriving at Assignments

- 1) Are interpreters paid even if they arrive late to an assignment?

If it takes an interpreter more than 1 hour and 15 minutes to arrive at an emergency assignment, and the provider no longer wants the interpreter's services, then the interpreter will not be paid. For emergency assignments, interpreters are expected to arrive as soon as possible, but certainly within an hour. If an interpreter arrives more than 15 minutes late to a scheduled appointment, and the provider no longer wants the interpreter's services, then the interpreter will not be paid.

- 2) How does an interpreter find the victim services provider when an interpreter arrives at an assignment?

The confirmation email will have a detailed description of where the interpreter needs to go. For emergency assignments, the interpreter will have also called the victim services provider and have spoken with the provider.

Completing an Assignment and Getting Paid

- 1) What is the time finishing process?

Interpreters working for the Bank must log onto the Salesforce system after completing an assignment to report the start and end time of the assignment. During the time finish process, an interpreter also uploads the point of contact form signed by the victim services provider. The point of contact form is a document that the interpreter fills out and gets signed by the victim services provider.

- 2) Once an interpreter finishes an interpretation assignment, how long does the interpreter have to scan in the voucher and do the “time finish” process?

The interpreter should complete the time finishing process and upload the point of contact form within 7 calendar days of an assignment. This allows for payment in a timely manner.

- 3) When are interpreters paid for the assignments that they complete?

Interpreters are paid within 30 days of completing the time finishing process (which includes scanning in the point of contact form). Depending on when the assignment occurs and when the interpreter completes the time finish process, the interpreter could receive payment as soon as within one week of completing the time finish process.

Assignments That Do Not Occur

- 1) What happens if an interpreter accepts an assignment and the provider cancels at the last minute?

When the victim services provider cancels an appointment, the scheduled interpreter receives an email to let the interpreter know. Each interpreter will have signed an agreement as an independent contractor which details the payment rates that the interpreter negotiated. During the negotiation, the cancellation terms are decided upon.

Technology

- 1) What types of technology would I need in order to accept assignments from the Victim Services Interpreter Bank?

Interpreters are alerted of assignments through email and texts. Therefore, interpreters must have a phone, a smart phone (or other device with email capability), or a computer to learn of assignments. Once an interpreter has learned of an assignment, the interpreter must log onto the Salesforce website on the internet (through a computer, smart phone, or other device with internet browsing capacity) in order to accept the assignment.

It is important that interpreters leave devices in a mode that will allow them to receive notifications.