



# Interpreter Agreement

As a specialist counselling service, Solace is committed to promoting the mental health and wellbeing of all the refugees and asylum seekers that it serves.

We carry out this aim through counselling, advocacy, groups and complementary therapies and our work depends heavily on the expertise of interpreters.

We have a strategic aim to be a good place to work and volunteer and this commitment extends to those who work alongside us as we deliver our services. Interpreters are self-employed and are free to accept or decline work when we offer it, but we accept that this is a demanding role and this agreement articulates Solace's commitment to you as an interpreter and the expectations that Solace has of its interpreters. This stands alongside the Interpreter Code of Practice, and both documents must be signed.



We recognise that the role of interpreter in a therapeutic service requires additional skill and professionalism, and also requires a high degree of ethical practice, confidentiality and an understanding of self-care in an emotionally demanding setting. We expect interpreters to play an integral role in the therapy session and in order to facilitate this **Solace agrees to:**

- Provide an initial induction and training program.
- Provide an initial briefing when starting to work with a new client. Providing you with the client's name and confirming that the client is not already known to you.
- Offer a debrief – this can be arranged following the session by request of the interpreter or therapist.
- Support professional development goals where possible.
- Pay a set rate of £22.50 per hour, to be signed off by the therapist concerned.
- Pay a minimum charge of 15 minutes (for short phone calls etc).  
Where a session runs over, we will round up to the nearest 15 minutes. For example a 70 minute session will be paid at an hour and a quarter.
- Reimburse agreed travel expenses on presentation of receipts (please note that travel time is not paid, except for long distances where this must be agreed with the therapist in advance).
- Pay invoices on a monthly basis.
- Pay you for work that has been cancelled if the cancellation was within 24 hours of the start time of the session – you may be asked to fulfil other interpretation work during this time.



**The Interpreter agrees to:**

- Give 24 hours' notice if you cannot attend a session for which you have been booked.
- Be on time, and complete the booked session.
- For on-line sessions, be in a private, uninterrupted space with reliable internet connection (to the best of your ability).
- Have the camera on when working in a video session, unless directed by the therapist for therapeutic reasons.
- Stay available for the agreed time if a client cancels within 24 hours or no-shows. As you will be paid in this situation, we may request translation or phone call work.
- Use the most recently issued version of the Interpreter's claim form to keep orderly records of who you have worked with, signed off by the therapists concerned (for face to face work).
- When working remotely request the 'Client ID' number from the therapist, and the funder/project code.
- Claim in date order, writing clearly or typing.
- Invoice promptly within a month of the work, with all receipts.
- Follow Solace's policies and procedures, including confidentiality of client information, impartiality, conflict of interest and record keeping.
- Adhere to the Interpreter Code of Practice.





**Please sign to indicate your  
agreement to the details outlined  
here.**

Interpreter Name:

Interpreter Signature:

Date:

Solace Name:

Solace Signature:

Date:

