

Interpreter Profile

Based in Manchester, Carmen Hales has been interpreting since 2009. Her principle languages are English and Romanian and she holds a Diploma of Public Service Interpreting (DPSI) Local Government.

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“On a daily basis I see how important my role is and because of that, I get great job satisfaction. Don’t get me wrong, the role of an interpreter is an impartial one, I never offer my own opinion or advice. I interpret for the various qualified professionals who are working with the person or family in question. Often, this involves explaining to people about the cultural differences between the UK and their country of origin which ultimately leads to them living a happier, more successful life in the UK.

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“For example, I once worked on a case with a Romanian family whose children were taken into foster care. This was simply due to their non-English speaking mother not understanding the standards of care here in the UK. Different cultures have different ways of doing things. The children and their mother were distressed and working alongside social services, I saw them a number of times. Ultimately, the children were settled in with their new foster carer and we helped to educate the mother. Happily, and thanks to the work of the great social services team, Mum gained a solid understanding of what she needed to do and the children were returned to her. It felt very rewarding to play a role in bringing this family back together in happier circumstances.

“I can be asked to go to A&E departments, police stations, GP surgeries or make home visits with a health visitor; I could be working with a consultant surgeon on a ward or assisting local council staff with a home assessment. No two days are the same, meaning that I have to be well organised and ready for anything!

“Capita TI has a dedicated website for interpreters - this online portal and mobile app enable me to view the various jobs available at any time. The online system allows me to accept jobs there and then, a valuable benefit to me, as it can be difficult to take calls whilst I am working. The system manages my calendar appointments and payments with ease, allowing me to work with clients and not be distracted with administration.”