

# Multilingual Manchester Volunteer Handbook 2018-2019



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# Background

Multilingual Manchester is a research unit based in the School of Arts, Languages and Cultures at the University of Manchester. Closely linked with local communities and services, our activities raise awareness of linguistic diversity in the region, as well as identify and respond to language needs. There are numerous opportunities for students of the University to get involved with Multilingual Manchester and discover the city's rich mosaic of over 150 languages.

The Multilingual Manchester volunteer scheme offers students an opportunity to explore and help celebrate Manchester's language diversity. This involves working closely with host institutions and communities across the city to run events and exhibitions, create digital resources, provide English language support, carry out community consultations, engage with recently-arrived communities and conduct research activities.

Undergraduate and postgraduate students from all degree programmes are welcome to join the Multilingual Manchester student volunteering scheme. Additional language skills are not required to join the scheme, though certain activities may present you the opportunity to use language skills that you might have!

You can get accreditation for volunteering with Multilingual Manchester, through the Manchester Leadership Award and the Higher Education Achievement Report (HEAR). For more details, see page 7.



# Activities

We invite students to participate as volunteers in any of the following activities. All activities are supervised by the Project Manager and Project Assistants, as well as academic members of staff.

All volunteers are invited to:

- Promote MLM
- Make suggestions on how to expand and improve projects
- Give as much (or as little) time as possible and desired

## Recording Patient Experience at Central Manchester Hospitals



Volunteers are invited to work with interpreters from Central Manchester Hospitals to help to record stories and feedback from patients whose main language is a language other than English. This information helps hospitals to improve patient experience for all patients equally.

It will be the volunteer's role to record these experiences. Volunteers do not need to be able to speak the same language as the patient, as an interpreter will always accompany them. This is an excellent opportunity to use your research skills to support practitioners in a major service, and provides particularly valuable experience for those interested in pursuing careers in the healthcare sector.

### Tasks:

- Accompany Interpreters: Volunteers will accompany interpreters at appointments with patients; the appointments will be pre-booked and will not be of a distressing nature.
- Transcribing patients' stories: Volunteers will transcribe patients' stories as they are interpreted in order to record feedback.
- Analysing key themes: Volunteers will analyse the key themes that are present in the stories of non-English speaking patients. Training will be provided by hospital staff for this purpose.
- Reporting back: Volunteers will report their findings back to the patient experience manager at the hospital.

### Commitment:

Volunteers will commit to a minimum of 12 hours volunteering at the hospital over a six-week period. The hours can be completed in a flexible way around the volunteer's schedule and that of the hospital.

## Delivering English conversation sessions

As a volunteer for this activity, you will lead English conversation sessions at a local community centre.



The sessions provide a key opportunity for members of the local community to practise speaking English in an informal, friendly environment, and for student volunteers to learn about the experiences of recent arrivals, including refugees and asylum seekers. You do not need any prior experience to take part, and you will have the opportunity to undertake training throughout the year.

### Tasks:

- Delivering English conversation sessions
- Preparing topics for conversation and supporting materials for conversation sessions (e.g. photos and other visual prompts, vocabulary cards, questions for discussion)
- Attending training sessions to enhance delivery of conversation sessions
- Communicating with fellow volunteers to plan and evaluate conversation sessions

### Commitment:

The conversation session runs every Wednesday, 1pm-2:30pm. Volunteers can take part in approximately one to two sessions per month. A rota will be designed according to volunteers' availability.

## Leading multilingual tours at Manchester Museum

In this exciting new activity, you will have the opportunity to help deliver tours in community languages at Manchester Museum. You will have the chance to meet with Museum staff, who will offer you training on engaging with the public around some key Museum exhibits. You will use this training to prepare short talks on these exhibits in a language that you speak, and then deliver your tour to members of the public. The primary audience for these tours will be pupils from local supplementary schools – community-run organisations that teach aspects of heritage language and culture to children. You can also join this activity to support tours and lead on documenting the experience and gathering feedback, without needing to speak a language other than English.

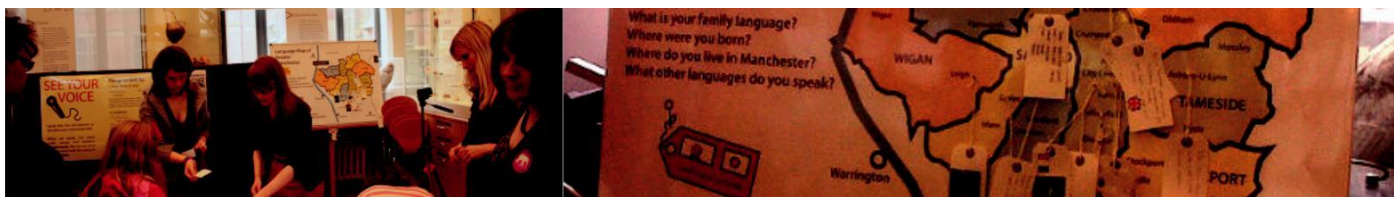
### Tasks:

- Attending training sessions with Manchester Museum staff
- ~~Preparing~~ Preparing a short tour in a language that you speak
- Delivering your tour to members of the public, primarily schoolchildren
- Documenting the process of designing the tour and its impact on the audience

### Commitment:

Flexible according to availability.

# Interactive Exhibition



The Multilingual Manchester Exhibition is a display of information and interactive games about multilingualism in Manchester and beyond. The aim of the exhibition is to inform and raise awareness of the language diversity in Greater Manchester. The exhibition consists of various posters and activities, which can be tailored to suit different audiences. The exhibition has previously been held at the Manchester Museum, the University of Manchester, the Manchester Royal Infirmary, Oak House Campus for the 2013 National Linguistics Olympiad, and other venues.

## Tasks:

- Setting up the exhibition. This involves putting posters on display boards, setting up laptops, arranging leaflets and other materials, lifting and carrying equipment.
- Running the exhibition. This involves manning each information stand or area, answering questions, resetting the laptop stations after use, interacting with the attendees.
- Designing new materials for the exhibition.
- Promotion of the exhibition. Volunteers are encouraged to help promote the exhibition. This would include sharing news and events via social media sites.

## Commitment:

One exhibition at a time (you can participate in just one or several), usually 2-4 hours for each event

# Events

Volunteers can support events organised throughout 2018-2019 by Multilingual Manchester, including: an academic conference in February 2019 exploring university public engagement with urban multilingualism; family-friendly events to celebrate International Mother Language Day in libraries across the city, also in February 2019; Language Days and language taster sessions for local school pupils; an event to celebrate Manchester's language diversity at Manchester Cathedral in June 2019; and more.

## Tasks:

- Support preparation and promotion of events
- Assist with running of events, including engaging with visitors
- Document events through brief written reports, photos and videos

## Commitment:

One event at a time (you can participate in just one or several)



# Who should I contact about my volunteering activities?

The point of contact for volunteers is **Alex Robertson**, Project Manager of Multilingual Manchester. You should contact Alex if you are interested in volunteering.

Contact details:

**Alex Robertson - Multilingual Manchester Project Manager**

Email: alex.robertson@manchester.ac.uk

Phone: 0161 2755999

Office: Room W.2.20, Samuel Alexander Building

Further point of contact:

**Leonie Gaiser - Multilingual Manchester Research Assistant**

Email: leonie.gaiser@manchester.ac.uk

Overseen by:

**Professor Yaron Matras** (Linguistics and English Language)

## Website

You can read more about our current and past volunteering activities here:

<http://mlm.humanities.manchester.ac.uk/volunteers/>

# Training

Volunteers will be invited to take part in an induction session of around 45 minutes that will give an introduction to Multilingual Manchester and will provide a chance for volunteers to ask any questions they may have. Information on induction sessions will be sent to you after you've registered with us as a volunteer.

## FAQs

### Can I volunteer for more than one activity?

Yes. Volunteers are welcomed to take part in one or several MLM activities.

### I am not a student at the University of Manchester, can I still volunteer?

Yes, but please check with one of our staff members.

### Do I need a DBS check?

A DBS check may be a requirement for some activities. We will advise you accordingly, when you express interest in a particular activity.

### Where do I go to fill in my DBS form? Do I need to pay a fee?

To arrange for a DBS check application please contact Alex Robertson, MLM Project Manager, in the Samuel Alexander Building, room W2.20 (phone: 0161 275 5999). You will not have to pay a fee.

### Will I have to pay for travel?

We will try to arrange transportation to venues to set up the exhibition. For all other travel expenses enquires, please contact our Project Manager.

### How do I record my hours for accreditation?

Volunteers who wish to benefit from accreditation of their participation through one of the University's recognised schemes (i.e. Manchester Leadership Award or Higher Education Achievement Report) need to submit a time sheet on which they have recorded their hours. Time sheets are available from Alex Robertson, MLM Project Manager, in the Samuel Alexander Building, room W.2.20 (phone: 0161 275 5999). Timesheets are also available to download from the 'Volunteering' page on our website. You can fill in the form on a weekly basis, or after each activity.



# Benefits of volunteering for Multilingual Manchester

## Accreditation

Participation in Multilingual Manchester activities is recognised by the Manchester Leadership Award and the Higher Education Achievement Report (HEAR), subject to the respective requirements on number of hours. Recognition of your volunteering will appear on your HEAR document after graduation; this document is a good way to demonstrate your extra-curricular experience to potential employers.

## Employability

Many major companies and public institutions value experience working with people from a range of language and cultural backgrounds. Volunteering with MLM will give you this first-hand experience, as well as enriching your understanding of Manchester's cultural fabric and giving you valuable insight into public service provisions in a diverse, dynamic city.

## Other transferable skills

- Teamwork
- Event planning
- Project management
- Creativity
- Time management
- People management

## Student benefits

- Experiencing different parts of Manchester and meeting people from a range of language and cultural backgrounds
- Accreditation of volunteer hours
- Development of key transferable skills
- Working with people of all ages
- Working on projects that can have a positive impact on local communities
- Meeting other students with similar interests
- Learning something new about cultures and languages

# Volunteer information

Thank you again for volunteering with MLM. Please fill out this form and submit it to Alex Robertson, MLM Project Manager, Samuel Alexander Building, room W.2.20. Enquiries: 0161 275 5999, alex.robertson@manchester.ac.uk.

## Information about you

Forename: \_\_\_\_\_ Surname: \_\_\_\_\_

Other (preferences): \_\_\_\_\_

Student registration number: \_\_\_\_\_

Mobile number: \_\_\_\_\_

Email address: \_\_\_\_\_

Address (term): \_\_\_\_\_

Address (home): \_\_\_\_\_

Degree programme: \_\_\_\_\_

## Emergency contact information

In case of an emergency please provide the details of someone we could contact:

Name: \_\_\_\_\_

Relationship to you: \_\_\_\_\_

Contact number: \_\_\_\_\_

Name: \_\_\_\_\_

Relationship to you: \_\_\_\_\_

Contact number: \_\_\_\_\_

If you have additional language skills, or have a particular interest in any language/dialect please provide details below:

Language 1: \_\_\_\_\_ Language 2: \_\_\_\_\_ Language 3: \_\_\_\_\_