

POSITION DESCRIPTION

Position Title:	Interpreter
Business Unit/Department:	Language Services
Division:	Operations
Award/Agreement:	Health and Allied Services
Classification:	Interpreter Certified (HS3)
Reports To:	Manager, Language Services
Direct Reports:	Not Applicable
Date Prepared/Updated:	1 November 2024

<p>Position Purpose</p> <p>To interpret for Western Health patients and their families and to ensure that interpreter bookings are responded to in a timely and courteous manner.</p> <p>To uphold a high standard of Interpreting to ensure Culturally and Linguistically Diverse (CALD) patients understand any investigations, treatment and other information essential to their health care and educate and liaise with the health care employees to ensure they know how to work with an interpreter and how to access the service.</p>
<p>Business Unit Overview</p> <p>The Language Service Unit has two major aims:</p> <ul style="list-style-type: none"> • The timely and appropriate provision of language services (interpreting and translation) for Western Health patients and their families. • The implementation of best practice strategies to support Western Health to provide culturally appropriate health care to its diverse constituency. <p>The unit has sole responsibility for the management and provision of language services to Western Health employees, patients, families and carers. It maintains a database of demand and usage and monitor operational efficiency and quality issues regarding language services.</p> <p>The unit is responsible for development and implementation of strategies across Western Health to support the application of culturally congruent health care with the aim of equity of access and quality of care for CALD Patients. The strategies cover the three campuses and one residential care centre.</p>

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Key Responsibilities

- Uphold the AUSIT Code of Ethics for Interpreters
- Update qualifications as required by the interpreting profession and NAATI
- Demonstrate provision of high quality and timely service to Western Health patients
- Prioritise bookings according to urgency and need and attend Interpreter bookings in a timely and responsible manner and ensure that in-patients and patients in Emergency are seen as a priority
- Ensure that CALD patients understand any investigations, treatment and all other information essential to their health care including their right to an interpreter
- Be available to assist with telephone interpreting as required
- Provide translated information to patients where the information is available

- Be able to work as part of a team
- Collaborate with multidisciplinary team members to achieve desired outcomes for patients
- Help create and promote a caring environment for the Interpreter Service
- Contribute to effective communication and conflict resolution

- Educate and liaise with all hospital employees to ensure they know how to work with an interpreter and how to access the service when caring for a CALD patient
- Maintain and update knowledge of the English language and accredited languages and respective cultures
- Keep up to date with Medical terminology
- Feedback information from your participation in seminars and conferences
- Be involved in the supervision of students
- Identify areas of practice where improvements can be made
- Participate in organisational committees/working groups as required

- Accurate and appropriate entry of bookings and statistical information as required
- Ensure that the in-patient list is checked for any new CALD in-patients and then make time to visit the patient and inform them of their right to an interpret whilst they are in our care and leave the interpreter card
- Ensure that an “interpreter require” sticker is placed on the patient’s white board

- Provide extra duties related to your work as directed by the Manager of Language Services
- Assist if required to provide support in the Booking Office

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Executive Director, Community Integration, Allied Health and Service Planning
- Director Allied Health
- Manager, Languages Services
- Booking Coordinator, Language Services
- Interpreters
- Employees of Western Health

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<p>External:</p> <ul style="list-style-type: none"> • Patients and their families • Agency Interpreters • Agency booking coordinators
<p>Selection Criteria</p>
<p>Essential</p> <ul style="list-style-type: none"> • NAATI Certified Interpreter Accreditation • Experience working as an interpreter in a health environment • Highly developed interpersonal and communication skills • Ability to organise and prioritise work • Ability to work as part of a team and with minimal supervision • Demonstrated ability to adapt to a changing environment <p>Desirable</p> <ul style="list-style-type: none"> • Multiple language Certification • Computer skills • Tertiary qualifications
<p>Additional Requirements</p>
<p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a police / criminal history check prior to employment • Obtain a working with children check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health • Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information • Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
<p>General Information</p>
<ul style="list-style-type: none"> • Redeployment to other services or sites within Western Health may be required • Employment terms and conditions are provided according to relevant award/agreement

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- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Signature:

Date:

[Click here to enter a date.](#)

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