

## Position Description

### Staff Interpreter

Department: Interpreting Services

Reports to: General Manager, Interpreting Services

Location: Various

#### POSITION PURPOSE:

The primary purpose of this role is to proactively enable the Interpreting Service to respond to the access needs of Deaf, Deafblind and Hard of Hearing people by providing high quality Auslan interpreting in a variety of situations, through both face-to-face and online bookings.

#### POSITION – KEY RESULT AREAS

##### ACCOUNTABILITY

Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

#### Interpreting

[1]

- Provide accurate and high-quality communication access for all customers via Auslan interpreting
- Ensure awareness of all upcoming bookings by regularly checking the interpreter booking system for updates and communicating regularly with the Customer Bookings team
- Work collaboratively with the Customer Bookings Team to ensure bookings are filled as required and time is utilised effectively
- Effectively adapt to accommodate short-notice schedule changes throughout the workday
- Be willing to accept occasional early or later appointments if necessary
- Advise the Customer Bookings Team of any changes to job/activity details throughout the day
- Work with other interpreters and customer booking officers in the provision and enhancement of the Interpreting Service
- Maintain NAATI Certification
- Abide by the ASLIA Code of Ethics and the organisation's Code of Conduct

[1]

#### Operational Duties

- Maintain accurate administrative records such as fortnightly timesheets, leave requests, statistical data and work reports as required
- Stay up to date with emails and organisational communications on MS Teams including Interpreting Service and organisation-wide channels
- Participate in team meetings, training sessions, whole staff forums and annual review meetings as requested
- Uphold and implement all relevant organisational policies and procedures
- Actively foster positive relationships with all key stakeholders



- Ensure interpreting activities benefit from collaborative approaches
- Provide input to workplace innovation and improvements with a focus on growth and development of scalable systems and processes across the service

**General**

Other duties as directed by the General Manager, Interpreting Services or other management personnel  
 Lead and/or contribute to the review of workplace health and safety procedures, including investigation of incidents and critical incidents, as well as the management of identified hazards.  
 Lead and/or contribute to the development and review of Deaf Services quality management systems.

**DECISION MAKING**

**Decisions**

To take appropriate action in relation to matters of urgency that may arise and make routine judgements on advice and information given, ensuring the safety of self, staff and other stakeholders

**Recommendations**

Make recommendations regarding policy and operational procedures to enhance the operational efficiency of the interpreting service

**PRIMARY RELATIONSHIPS**

**Internal**

General Manager, Interpreting Services  
 Manager, Interpreting Services  
 Customer Bookings Team Leaders  
 Customer Bookings Officers  
 Staff Interpreters  
 Auslan Interpreters

**Purpose / Relationship**

Direct Line supervision and support  
 Collaboration and support  
 Collaboration and support  
 Collaboration and support  
 Collaboration and support  
 Collaboration and support

**External**

All customers and stakeholders

**Purpose / Relationship**

Liaison, consultation and interpreting

**Persons/functions that report to this position**

Nil

**Role / Relationship**

**KNOWLEDGE AND SKILLS**

Requirement for skills / Knowledge in this position

[N] None [L] Little need [D] Desirable  
 [M] Moderate [I] Important [C] Critical

	N	L	D	M	I	C
Innovating						*
Planning						*
Organising						*
Patience & Friendliness						*
Customer/Client Orientation						*
Financial Acumen				*		
Administration						*
Auslan						*
Professionalism						*
Evaluation						*
Problem Solving						*
Deciding						*
Implementing						*
Communicating						*
Lobbying					*	



Negotiating						*
Flexibility						*
Consulting						*
Participating						*

**SELECTION CRITERIA**

**Essential**

- NAATI Certification (required)
- Demonstrated experience in various interpreting settings
- An in depth understanding and knowledge of NAATI and the ASLIA Code of Ethics
- Strong work ethic and professional approach
- Excellent listening, interpretation, and communication skills
- Ability to work with minimal supervision and/or with a team
- Punctual and reliable
- Flexibility to accommodate and adapt to short notice schedule changes throughout the workday
- Positive attitude and willingness to embody and uphold Deaf Connect’s values of Heart, Courage, and Discovery.
- Sound administration skills, including ability to use/learn Microsoft Outlook and Teams, and timesheet systems.
- Demonstrated commitment to ongoing professional development
- Excellent interpersonal skills with the ability to represent and promote the service in a professional manner

**Desirable**

- NAATI Certified Interpreter Level credential or higher
- Driver’s licence

**REMUNERATION**

Remuneration will be based on qualifications and level of experience.

**Please sign below your agreement of the above position description**

-----  
Print Name

-----  
Signature

-----  
Date