

Eastern Health

POSITION DESCRIPTION

Position Title:	Interpreter
Award Classification:	HS3
Award / Agreement Name:	Health And Allied Services, Managers And Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	Director, Language Services

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

- The Interpreter works as a member of the Allied Health team, contributing to the provision of interpreting services for Eastern Health staff, patients and their families.
- The Interpreter ensures that interpreter bookings are responded to in a timely and professional manner.
- The Interpreter maintains 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.
- The Interpreter educates and liaises with hospital staff to ensure they know how to work effectively with interpreters and how to access their services.
- The Interpreter assists with the booking of interpreters (internal and external) as required.
- The Interpreter keeps accurate statistics of Occasions of Service (OOS) and reports these regularly to the Director, Language Services.
- Interpreting service provision and development will be reviewed regularly via supervision and the Achieve Framework.
- The Interpreter works closely with the Director Language Services, based at Box Hill Hospital.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Provide interpreting services across Eastern Health sites as required.
- Ensure that Interpreter practices at Eastern Health are consistent with best practice, and comply with AUSIT Code of Ethics, relevant Eastern Health policies, standards and practice guidelines, with particular attention to clinical governance.
- Provide a timely, responsive, high standard of interpreting for Eastern Health staff, patients and families.
- Prioritise interpreter bookings and calls for service to in-patients, outpatients and Emergency Department according to urgency and need.
- Ensure that CALD patients understand any investigations, treatment and all other information essential to their healthcare including their right to an interpreter.
- Provide telephone and video interpreting as required.
- Provide translated information to patients where the information is available.
- Collaborate with multidisciplinary teams to achieve desired outcomes for patients.
- Help create and promote a caring environment for the Interpreter Service.
- Participate in team meetings.
- Organise workload as delegated.
- Educate and liaise with Eastern Health staff to ensure they know how to work with an interpreter and how to access language services.
- Role model a customer focused manner through all interpersonal communications across the multidisciplinary team.
- Uphold the values of Eastern Health to ensure all are treated in a courteous and non-discriminatory manner.
- Promote and drive a culture of continuous service improvement.
- Ensure effective and timely verbal and written communication with key stakeholders and across all health disciplines.
- Ensure personal compliance with relevant Acts, Agreements and Eastern Health Directions, Policies, Procedures and Staff Handbook and Code of Conduct.
- Support the development of others by providing support and education to colleagues.
- Demonstrate professional and effective communication and interpersonal skills, and work collaboratively with interpreter colleagues and Eastern Health staff to maintain a positive and productive work environment.
- Negotiate and communicate effectively and professionally to resolve conflict.
- Be exemplary in the observance of Eastern Health values.
- Participate in Achieve Conversations and identify learning and professional development needs.
- Maintain and update knowledge of the English language, NAATI certified language/s and respective cultures.

- Keep up-to-date with Medical Terminology.
- Participate in professional development and continuing education activities.
- Update qualifications as required by the Interpreting profession, including NAATI Recertification.
- Identify areas of practice where improvements can be made.
- Support and contribute to quality improvement and research projects.
- Maintain accurate statistics on Occasions of Service (OOS).
- Participate in special projects as required.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Interpreter
Award Classification:	HS24
Award / Agreement Name:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Position Reports to:	Director, Language Services

Essential

- NAATI Certified Interpreter certification
- Tertiary qualifications
- Experience working as an interpreter in a healthcare environment
- Highly developed interpersonal and communication skills
- Ability to organise and prioritise work
- Ability to work as a team and with minimal supervision
- Demonstrated ability to adapt to a changing environment
- Current drivers' licence

Desirable

- Computer skills - Microsoft 365
- Experience using the Healthdirect telehealth/video call platform

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au