

## **SOUTH WESTERN SYDNEY LOCAL HEALTH DISTRICT**

### **HEALTH LANGUAGE SERVICES**

#### **POSITION DESCRIPTION**

<b>Position Title</b>	:	<b>Manager-Staff Interpreters-Health Language Services</b>
<b>Department/Division</b>	:	<b>Health Language Services</b> <b>Area Allied Health &amp; Clinical Support</b>
<b>Award</b>	:	<b>Health Managers (State) Award</b>
<b>Classification</b>	:	<b>Health Service Manager 2</b>
<b>Hours</b>	:	<b>FT [ x ] PT [ ] -Specify hours a week . CW [ ]</b>

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#### **SUMMARY**

The Manager-Staff Interpreters HLS is responsible for the management and professional supervision of health care interpreters based in the South Western Sydney Local Health District and for the coordination of all HLS activities and services in the South Western Sydney Local Health District.

The Manager-Staff Interpreters:

- Is responsible for all aspects of management of the teams of health care interpreters based in the South Western Sydney Local Health District;
- Has a significant role in promoting the HLS and liaising with health facilities in the South Western Sydney Local Health District;
- Possesses an excellent understanding of professional interpreting and multicultural health issues and applies this knowledge on a day-to-day basis and at a strategic level;
- Understands the value of and participates in quality processes including risk management;
- Liaises with health facilities in the nominated cluster regarding the promotion of the service, complaint and issues of concern;
- Contributes to the interpreting profession through representation at relevant networks and forums, training and conference presentations;
- Provides a high level of interpreting and/or translating services at any location within the South Western Sydney Local Health District;
- Assists the Director in relevant aspects of service management.

The key objective for this position is to ensure effective, efficient and progressive provision of interpreting services in a designated cluster in line with HLS strategic goals and develop and maintain strong links with health services, internal and external stakeholders.

## **KNOWLEDGE, SKILLS AND EXPERIENCE**

### **Essential Criteria**

- NAATI Professional Interpreter or Translator accreditation
  - Relevant tertiary qualification and/or extensive experience in health care interpreting
  - Excellent understanding of issues pertaining to the provision of interpreting services in a health care environment
  - Experience or capacity to manage, direct and support teams of interpreters to achieve organisational objectives
  - Demonstrated high level of written and verbal communication skills, including presentation and interpersonal skills
  - Capacity to participate in research activities
  - Excellent understanding of access and equity issues affecting people from culturally and linguistically diverse backgrounds
  - Capacity to liaise with relevant internal and external stakeholders on issues pertaining to interpreting profession
  - Good understanding and experience in implementing quality improvement initiatives
  - Demonstrated ability to develop and implement policies, procedures and plans
  - Demonstrated commitment to performance management and excellent understanding of health care interpreters' competency standards
  - Demonstrated commitment to, knowledge of and implementation of equal employment opportunity principles and responsibilities, cultural diversity, work health safety and ethical practices
  - Current NSW drivers' licence
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### **RESPONSIBLE TO**

Director Health Language Services, South Western Sydney Local Health District

### **RESPONSIBLE FOR**

Staff interpreter teams in SWS LHD

## **KEY PERFORMANCE AREAS AND PRINCIPAL DUTIES**

### **1. Management**

- Provide professional supervision and support to interpreters in the South Western Sydney Local Health District
- Monitor staff performance on an ongoing basis and through formal performance management mechanisms
- Manage facilities (3 in the SWSLHD)
- Provide orientation and mentoring for new interpreters and facilitate the professional development of interpreters in consultation with the Manager/Contract Interpreters, Research and Learning
- Assist HLS Director with recruitment of interpreters
- Monitor attendance, maintain accurate Health Roster records and facilitate Human Resource processes for team members
- Manage staff grievances and facilitate conflict resolution within the team
- Manage all aspect of complaints related to the team and the facilities the position is responsible for
- Participate in service planning and development and implementation of business plans

### **2. Liaison**

- Liaise with Call Centre Manager and staff to ensure safe and efficient delivery of quality interpreting services
- Liaise with designated cluster health care providers to identify and address issues related to provision of interpreting service
- Liaise with other HLS employees to promote organizational goals and teamwork
- Participate in facility Diversity Health and Multicultural Access Committees in the SWSLHD
- Participate in professional forums and internal and external networks as instructed by the HLS Director
- Work strategically within SWSLHD towards achieving access and equity for clients from culturally and linguistically diverse backgrounds

### **3 Clinical responsibilities**

- Provide professional supervision in line with accreditation and professional standards and the Code of Ethics
- Assess staff performance against competency standards
- Provide cultural information to health care providers as required

### **4 Service promotion**

- Promote awareness of the HLS and effective use of health care interpreters in the SWLHD in line with the NSW Department of Health Policy Directive 2018 "Standard Procedures for Working with Health Care Interpreters and District and facility related policies

- Contribute to cross-cultural awareness and other in-service training in partnership with local facilities
- Participate in local promotions and other relevant programs and engage team members in such activities
- Participate and encourage staff to be involved in professional interpreter association activities, seminars and conferences

#### **5. Management of physical resources**

- Maintain and control physical resources, such as fleet vehicles and office equipment, located in the designated offices within the district
- Ensure adequate resources are allocated or made available to interpreters to allow them to perform their work

#### **6. Research and Quality Improvement**

- Collaborate and support the HLS Sessional Manager in research activities as instructed by the HLS Director
- Monitor the performance of interpreters with respect to data collection and ensure activity is reported accurately and in a timely fashion
- Identify areas for improvement in service provision and staff practice and develop feedback mechanisms for the SWSLHD
- Initiate and/or participate with other HLS staff in the development of evidence-based best practice models
- Contribute towards the development of national competency standards for interpreters

#### **7. General Duties**

- Participate in planning activities as instructed by HLS Director
- Contribute to the development of internal policies and procedures
- Monitor and encourage staff adherence to NSW Department of Health, SWSLHD and HLS policies, procedures and codes of conduct
- Prepare reports as required
- Contribute to the Health Care Interpreters professional development by participating in relevant forums and working parties
- Assist the HLS Director with a variety of activities in keeping with qualifications and experience

### **GENERAL ACCOUNTABILITIES**

#### **I Quality Improvement**

- To implement quality activities to guide service delivery and continued improvement
- To facilitate work practice reviews to ensure current standards are maintained and technological changes are incorporated to reflect corporate objectives
- To implement recommendations for improvement, this may emanate from work practices reviews

- To ensure compliance with the standards contained within the Australian Council on Health Care Standards Guidelines for Accreditation

## **II Training**

- To attend induction
- To ensure employees are provided access to appropriate training and development to assist them in personal development
- To attend annual training in the following:
  1. Fire Safety
  2. Infection Control
  3. Manual Handling
  4. Management of aggression
  5. Cardio Pulmonary Resuscitation

And any other training courses specified by management which will enhance personal development and productivity requirements

\*As appropriate to the position of the employee and the facility

## **III Corruption Prevention**

- To report any suspected fraud in the workplace
- To minimise the incidence of corruption and fraud within the workplace
- To instigate investigations into any suspected incidences of fraud and corruption

## **IV Policies and Procedures**

- To ensure familiarity with, and adherence to, relevant NSW Health Department, SWSLHD and Facility/Services policies and procedures that are relevant to the performance of the duties specified in this Job Description
- A commitment to reduce waste generation and segregate general, clinical and recyclable waste for safe disposal. Participate in waste reduction strategies which avoid, reduce recycle and reuse waste
- Comply with Privacy legislation and corresponding SWSLHD policies and procedures
- To ensure staff have access to, and adhere to, policies and procedures required for the performance of their duties

## **V Code of Conduct**

- To abide by the SWSLHD Code of Conduct

## **VI Work Health Safety Responsibilities**

- To ensure compliance with the following:
  - Work Health Safety Act (2000) and amendments
  - Workers Compensation Act 1987 and amendments

- Workplace Injury Management and Workers compensation Act 1998 and amendments NSW Health Department Guidelines Australian Standards
- To ensure all accidents and incidents are reported, recorded, investigated and analysed and short and long term corrective action is taken and its effectiveness evaluated
- To participate in the Workplace Rehabilitation Programme
- To notify the Rehabilitation Coordinator of all injuries and ensure effective rehabilitation of injured workers
- To ensure regular workplace inspections are conducted and recorded and all reported risks are assessed and appropriate action taken to manage risks and evaluate its effectiveness
- To ensure staff are familiar with emergency procedures by organising attendance at appropriate training (for example Fire Safety Training)

#### **VII Smoke Free Environment**

- To abide by the SWSLHD Smoke Free Environment Policy.

#### **VIII EEO and Affirmative Action**

- To abide by EEO principles, policies and procedures
- To promote, implement and evaluate EEO and Affirmative Action policies and strategies.

#### **IX Performance Management**

- To participate in the SWSLHD Performance Management Program

#### **X Child Protection Guidelines**

- To facilitate staff awareness of the NSW health, SWSLHD and local service child protection policies and procedures, including reporting requirements
- To facilitate staff attendance at appropriate training programs for Child Protection
- To facilitate provision of appropriate supervision/support to staff who are involved in critical incidents/child protection issues

As the incumbent of this position, I have read this Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with the policies and procedures of the SWSLHD and can be required to work in any location under the jurisdiction of SWSLHD

I also agree to strictly observe the SWSLHD policy on confidentiality of client information or such other sensitive or confidentially information that I may come across in the course of my employment

Employee's Name  
(Please print): \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager's Name  
(Please print): \_\_\_\_\_

Manager's Signature: \_\_\_\_\_ Date: \_\_\_\_\_