

Position Description



OUR CORE VALUES COLLABORATION OPENNESS RESPECT EMPOWERMENT	
---	--

Complete this Position Description template after reading the SWSLHD Guide to Writing a Position Description. Use the Guide for assistance on each section and examples of writing styles.

Role Details	
Organisation	NSW Health
Local Health District/Agency	South Western Sydney Local Health District
Position Classification	Health Manager Level 2
State Award	Health Managers (State) Award
Category	Allied Health
Role Title	Staff Interpreters Manager, Health Language Services, Multicultural Services
Is this a Multi-Disciplinary Role?	No

Stafflink Position Number <i>(Please ensure that the Position Number is Active)</i>	242105
Cost Centre Number	474501
Does this role manage or supervise others?	Yes

Primary Purpose of Role *(**Maximum Character Limit 3400 including spaces**)*

The Staff Interpreters Manager is responsible for the management and professional supervision of health care interpreters within three bases, including Bankstown, Fairfield, and Liverpool Bases.

Position Description



Essential Requirements (**Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc** **Maximum 3800 characters including spaces**)

This position leads and manages the staff interpreters and works collaboratively with key internal and external stakeholder to drive overall service provision.

WHS Responsibilities: As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

WWCC: Current Working with Children Check Clearance (where applicable).

NPC: National Police Check (This check will be conducted by the Health Service for Recommended Candidates only).

Staff Health: Compliance with the SWSLHD and NSW Health, Staff Immunisation Policy (Only for Category A Positions).

Work Rights: To be eligible for permanent appointment to a position in NSW Health, you must have an Australian citizenship or permanent Australian residency.

Driver's Licence:

Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment, with willingness to travel across the entire SWSLHD.

Key Accountabilities (**Maximum of 12 Accountabilities **Maximum 3800 characters including spaces**)

1. Manage the staff interpreters ensuring the highest standard of accuracy, quality and timeliness of customer service.
2. Provide proactive and accurate Performance Development Review to the Health Language Services Manager to ensure the interpreter service meets expectations as per policy.
3. Manage recruitment, professional development and ongoing performance monitoring of staff interpreters ensuring compliance with policies and procedures and commitment to multiculturalism.
4. Investigate and implement industry-based standards and best practice interpreter services and make recommendations to the Health Language Services Manager about emerging issues and trends that will potentially impact the service.
5. Under the leadership of the Health Language Services Manager, develop, implement and evaluate plans based on relevant organisational strategic, operational and business plans.
6. Work proactively with the interpreter team to establish and maintain sound business partnership approaches with line management and business unit managers.
7. Model and actively promote workplace behaviour that reflects the CORE value and NSW Health Code of Conduct;
8. Comply with and implement the NSW Health Work Health and Safety Better Practice Procedures and relevant District procedures by identifying, assessing, eliminating / controlling, and monitoring hazards and risks within the workplace, to the extent of delegated authority for the role and escalating to the appropriate management level if the issue exceeds the extent of delegated authority for the role.
9. Any other duties in keeping with qualifications and experience as directed by the Health Language Services Manager and Multicultural Services Director.

Position Description



Key Challenges (**Minimum of 1 maximum of 3** Maximum 1000 characters per challenge)

- Ensuring District and NSW Health Policies, standards and directions are delivered and implemented.
- Managing competing demands and delivery of interpreting service across the SWSLHD catchment area.
- Service delivery improvements, efficiencies, and customer service.

Key Relationships (**Who-Max 200 characters Why-Max 500 Characters**)

<i>Who</i>		<i>Why?</i>
Internal Relationships (**Minimum of 1 maximum of 3**)		
1	Health Language Services Managers	Direct Line Management, Operational Management and Support.
2	Healthcare Service Providers and Call Centre Manager	Stakeholder Engagement, customer relations and compliance.
3	Staff Interpreters	Direct management and supervision, Stakeholder Engagement and compliance with KPI.
Does this role routinely interact with external Stakeholders? Yes / No (**Minimum of 1 maximum of 2**)		
1	Professional Development Coordinator of Health Care Interpreter Service	Coordinate with Professional Development Coordinator to ensure interpreters are provided access to appropriate training and development to assist them in personal development.
2	Statewide HCIS Managers	Stakeholder Engagement, Change Management, Collaboration.

Position Description



Health
South Western Sydney
Local Health District

Selection Criteria

****Maximum of 8 Selection Criteria** **Maximum of 3800 characters including spaces for all criteria****

1. NAATI Professional Interpreter or Translator accreditation, and/or tertiary qualification and experience deemed relevant.
2. Demonstrated ability to manage, lead and support teams of interpreters to achieve organisational objectives.
3. Demonstrated a high level of written and verbal communication skill, including the ability to prepare reports and presentations, as well as excellent interpersonal skills for conflict resolution and team building.
4. Proven analytical and problem-solving ability applied to productivity, performance and system improvement.
5. Excellent understanding of issues pertaining to the provision of interpreter services and the issues affecting people from culturally and linguistically diverse backgrounds
6. Demonstrated strong ability to liaise with relevant internal and external stakeholders on issues pertaining to interpreting profession.
7. Sound knowledge of NSW Health policy directives, a good understanding of and commitment to the AUSIT Code of Ethics, and a sound knowledge of WH&S policies.
8. Current NSW drivers' licence

Position Description



Health

South Western Sydney

Job Demands Checklist

Job Demands Frequency Key:

I = Infrequent (intermittent activity exists for a short time on a very infrequent basis)

O = Occasional (activity exists up to 1/3 of the time when performing the job)

F = Frequent (activity exists between 1/3 and 2/3 of the time when performing the job)

C = Constant (activity exists for more than 2/3 of the time when performing the job)

R = Repetitive (activity involved repetitive movements)

N = Not Applicable (activity is not required to perform the job)

Physical Demands

	Clinical Roles =Frequent Non Clinical Roles = Infrequent
Respirator Use – Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials	
Sitting - remaining in a seated position to perform tasks	C
Standing - remaining standing without moving about to perform tasks	I
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	F
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	N
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	N
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	N
Kneeling - remaining in a kneeling posture to perform tasks	N
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	N
Leg / Foot Movement - Use of leg and / or foot to operate machinery	N
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	N
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	N
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	N
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	N
Reaching - Arms fully extended forward or raised above shoulder	I
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	I
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	I
Hand & Arm Movements - Repetitive movements of hands and arms	I

Position Description



Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands

I

Job Demands Checklist (Continued)

Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work

I

Driving - Operating any motor powered vehicle

I

Sensory Demands

Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens

C

Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries

C

Smell - Use of smell is an integral part of work performance e.g. Working with chemicals

N

Taste - Use of taste is an integral part of work performance e.g. Food preparation

N

Touch - Use of touch is an integral part of work performance

N

Psychosocial Demands

Distressed People - e.g. Emergency or grief situations

N

Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness

N

Unpredictable People - e.g. Dementia, mental illness, head injuries

N

Restraining - involvement in physical containment of patients / clients

N

Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies

N

Environmental Demands

Dust - Exposure to atmospheric dust

N

Gases - Working with explosive or flammable gases requiring precautionary measures

N

Fumes - Exposure to noxious or toxic fumes

N

Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE

N

Hazardous substances - e.g. Dry chemicals, glues

N

Noise - Environmental / background noise necessitates people raise their voice to be heard

N

Inadequate Lighting - Risk of trips, falls or eyestrain

I

Position Description



Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight

Job Demands Checklist (Continued)

Environmental Demands (Continued)

Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	
Confined Spaces - areas where only one egress (escape route) exists	
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	

Created By: _____

Title: _____

Service Director Approval: _____

Title: _____

Human Resources Approval: _____

Title: _____

District Department Approval (if required): _____

Title: _____