



Position Description

Auslan Interpreter

Department: Language Services
 Reports to: Language Services Manager
 Location: Moorooka, Brisbane

Position Purpose

The Auslan Interpreter is responsible for providing effective and efficient delivery of interpreting including the video remote interpreting service. The interpreter will be pro-active in enabling Auslan Connections to respond to the needs of deaf and hard of hearing people by providing a high quality of interpreting services.

Position – Key Result Areas

The Auslan Interpreter’s key responsibility is to ensure all interpreting services are being provided, and will ensure that Deaf Services and Auslan Connections policies and procedures are being abided by under all circumstances.

Accountability [1-4]

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

Interpreting

Provide a professional and accurate Auslan interpreting service for all booked assignments. [1]

Willingness to accept occasional early or later appointments, if necessary. [1]

Work with interpreting team in the provision and enhancement of the Auslan Connections interpreting service. [1]

Ensure that the Language Services Manager and the Language Services Administrators are aware of the activities through the day. [1]

Organisational Management

Provide assistance to the Auslan Connections management team in updating policies and procedures in accordance with industry changes. [2]

Participate in annual staff appraisal procedures. [2]

Maintain accurate administrative records such as fortnightly timesheets, leave forms, statistical [2]



data, work reports and submit as required.

Customer Service

Provide assistance to the Auslan connections management team in updating policies and procedures in accordance with industry changes. [1]

Ensure interpreting activities benefit from collaborative approaches. [2]

General

Other duties, as directed by the Language Services Manager. [1]

Comply with Deaf services policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury. [1]

Understand and work within the relevant parts of the Deaf Services quality management system. [1]

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 visitors.
Working within the language services business plan

Recommendations

To make recommendations regarding policy and operational procedures and the improvement of overall efficiency of the interpreting service

Primary Relationships

Internally in Deaf Services

Language Services Manager

Chief Operating Officer

Language Services Staff
Deaf Services Staff

Purpose / Relationship

Supervision, line management, strategic direction, support and advice
Support and advice on service development issues
Collaboration on areas of shared responsibility
Consultation and interpreting services

External to Deaf Services

Members of deaf community
All visitors and the wider community
Brisbane metropolitan service providers

Purpose / Relationship

Consultation and support
Consultation and support
Liaison, consultation and interpreting



Persons/functions that report to this position Role / Relationship

Nil

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 | | | | | | * |
| Financial Management | | | | * | | |
| Customer/Client Orientation | | | | | | * |
| Administration | | | | | * | |
| Auslan | | | | | | * |
| Vision | | | | | * | |
| Data Gathering | | | | | * | |
| Evaluation | | | | | | * |
| Problem Solving | | | | | | * |
| Deciding | | | | | * | |
| Implementing | | | | | | * |
| Communicating | | | | | | * |
| Lobbying | | | | | * | |
| Negotiating | | | | | | * |
| Consulting | | | | | | * |
| Participating | | | | | | * |

Selection Criteria

Essential

- NAATI interpreter accreditation
- An in depth understanding and knowledge of NAATI and Deaf Services code of ethics
- Highly developed communication skills (written, signed and verbal)
- Strong work ethic and professional approach
- Ability to adapt to various cultures
- Excellent customer service skills
- Ability to work under pressure
- Driver's license



Desirable

- Understanding of disability discrimination legislation and the human services quality standards (HSQS)
- Experience in working within a team environment
- Demonstrated experience interpreting mental health and legal settings

Please sign below your agreement of the above position description

(Please Print Name)

(Signature)

(Date)