

Role Description

Role Title:	Casual Interpreter – Aboriginal Languages	Classification	INT300 / INT200 / INT100
Division/Business Unit:	Community Investment and Support, Concessions and Support Services	Reports to:	Manager, Interpreting and Translating Centre
Role Purpose:	The Interpreter - Aboriginal Languages is a role within Community Investment and Support and is accountable to the Manager, Interpreting and Translating Centre (ITC) for: <ul style="list-style-type: none"> undertaking interpreting assignments for Aboriginal Language speakers which result in effective communication contributing to the efficient operation of the ITC. 		
Key Outcomes/Accountabilities:	<ol style="list-style-type: none"> Provide effective communication between two or more parties for Aboriginal Language speakers by accurately carrying out interpreting assignments, which may include face-to-face meetings or appointments, video and teleconferencing. Maintain high standards of professionalism by undertaking all assignments with impartiality, confidentiality, honesty and integrity whilst adhering to the AUSIT Code of Ethics for Interpreters and Translators at all times. Establish and maintain effective communication and relationships with internal and external stakeholders. Ability to communicate effectively with and relate to diverse groups of people. Work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services. Provide a responsive level of client services enabling stakeholders to meet their business needs. Contribute to the establishment of processes to gather feedback from clients to contribute to ongoing improvement. <p>Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.</p>		
Special Conditions:	<p>Key Relationships/Interactions:</p> <ul style="list-style-type: none"> Manager, Interpreting and Translating Centre Staff of the Aboriginal Language Interpreting Service Customer Services Supervisor (day to day allocation of assignments) Administrative and cultural support staff 		
Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed. Recognition as an Interpreter will be required. Intrastate travel and work outside normal working hours may be required.			
No budget or delegations accountabilities for this role			
Budget/Delegations:			
DHS Expectations and Values: (Organisational Contribution)			
<ul style="list-style-type: none"> Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within the DHS. Follow the principles of a sustainable working environment by following departmental greening initiatives. Model ethical behaviour and practices consistent with SA Government Code of Ethics for Public Sector Employees and DHS stated values. Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department. Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds as well as engaging in learning about other cultures to better establish relationships and improve services. 			



<p>Role Specific Capabilities (Skills, Experience, Knowledge, Attributes)</p> <ol style="list-style-type: none"> Interpreting Experience – utilise existing knowledge of Aboriginal language and English language skills to provide interpreting to a diverse group of people acknowledging cultural differences within and between ethnic groups. All relevant training will be offered. Interpreting Ethical Conduct – adhere to the AUSIT Code of Ethics for Interpreters and Translators when delivering interpreting services to all stakeholders. Time Management – ability to manage a varied workload, organise priorities, and use initiative. Interacting with Technology – interact with the online booking system, and personal digital devices efficiently, and adapt to changes in technology and/or systems as required. Attention to Detail – check the accuracy of information, follow procedures and processes to avoid errors and take action to minimise mistakes and notify others when appropriate. 	<p>Key Leadership Competencies and Expected Behaviours at this Classification:</p> <p>Understands strategic direction</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Understands the shared vision for the business unit (BU). <input checked="" type="checkbox"/> Understands purpose and expectations, and strives to reach collective goals. <input type="checkbox"/> Considers multiple perspectives and organisational context of their role. <input checked="" type="checkbox"/> Maintains a continuous learning approach and adapts to changes in work practices. <input type="checkbox"/> Solves ad hoc problems; evaluates alternative solutions and makes recommendations. <p>Addresses clients' needs</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Delivers results and improvements to meet agreed outcomes of their role. <input type="checkbox"/> Positions own role and skill development to meet the needs of the team. <input type="checkbox"/> Makes effective and well-informed decisions about routine issues affecting the team and individual role. <input checked="" type="checkbox"/> Abides by the laws, regulations and policies that apply to their role. <input checked="" type="checkbox"/> Holds self-accountable for achieving outcomes and communicates progress with manager. <input type="checkbox"/> Monitors and acts on feedback to improve own performance. <input checked="" type="checkbox"/> Builds technical knowledge in own role to support organisational objectives. <p>Contributes to service delivery excellence</p> <ul style="list-style-type: none"> <input type="checkbox"/> Takes accountability for delivering assigned objectives. <input type="checkbox"/> Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment. <input type="checkbox"/> Provides ongoing feedback to others. <input checked="" type="checkbox"/> Seeks out and participates in learning opportunities that will help meet agreed performance standards. <input checked="" type="checkbox"/> Strives to deliver excellent customer service by understanding needs. <input checked="" type="checkbox"/> Manages time and other resources effectively. <p>Engages in positive working relationships</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Acts professionally within the boundaries of the organisation. <input type="checkbox"/> Conveys facts, concepts and technical information adapting communication style to meet the audience. <input type="checkbox"/> Listens to different ideas and discusses issues with consideration and care. <input type="checkbox"/> Readily shares information and promotes a friendly, inclusive environment. <input checked="" type="checkbox"/> Participates in professional networks and forums with team members, stakeholders and clients. <input checked="" type="checkbox"/> Responds appropriately to others in an open and honest manner. <p>Demonstrates personal drive and professionalism</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Behaves consistently with the principles, values and ethics of the organisation. <input checked="" type="checkbox"/> Acts confidently when providing advice and information; acknowledges mistakes and learns from them. <input checked="" type="checkbox"/> Remains positive and focused on achieving objectives in difficult circumstances. <input checked="" type="checkbox"/> Seeks opportunities to build knowledge, skills and self-awareness. <input checked="" type="checkbox"/> Understands, values and responds to diversity, and treats people with respect. <input checked="" type="checkbox"/> Looks after own health, safety and wellbeing, and raises concerns where necessary.
<p>Qualifications: (Essential/Desirable)</p> <p>Essential: Not applicable</p> <p>Desirable: National Accreditation Authority (NAAATI) Certification or relevant diploma in interpreting</p>	
<p>Checked by: Melissa Duras Date: September 2021</p>	<p>Approved by: Olga Lapidis Date: September 2021</p> 