



Position Description

Interpreter – Turkish

Award or EBA:	Health & Allied Services, Managers and Administrative Officers
Classification/Grade:	Clerical Worker Grade A
Directorate:	Chief Financial Officer
Reports to:	Manager – Health Information
Direct Reports:	None

Our vision is ensuring the health and wellbeing of our community.

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
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Role Description

This position contributes to the success of DPV Health by operating as an interpreter within the Language Services team of Health Information.

This position is responsible to provide interpreting services (on-site, telephone, off-site) to clients, clinicians and practitioners across the organisation.

Key deliverables for this role are to provide interpreting that is relevant, timely, professionally conducted and maintains a client focus, a vital role in enabling Turkish speaking clients to access DPV Health services,

Roles Key Accountabilities

Service Delivery

- Ensure interpreting is conducted in a professional manner as per industry and DPV Health codes of conduct
- Support service delivery or communicating changes to bookings (including absences either planned or unplanned) effectively to all stakeholders
- Demonstrate flexibility to support client preferences by providing interpreting either on-site, off-site or internally via telephone
- Support DPV Health workers to facilitate client bookings
- Work collaboratively with key stakeholders

Reporting, System and Analytics

- Ensure timely feedback regarding booking statuses is provided to the Language Services Administrator
- Ensure efficient and accurate management of allocated bookings and timely notification to the Language Services Administrator of an inability to service

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- Collaborate with key stakeholders to contribute to the development, implementation and monitoring of Dianella's language services and related quality improvement initiatives including using interpreters and issues related to cultural awareness
- Actively use and promote the use of DPV Health systems such as DIBS, TRAK, eCase, VHIMS, MyBookings, ESS, e3, Gemba, Trim and others

Financials, Budgets, Target, Funding

- Identify opportunities to enhance the financial sustainability of Language Services

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- Disability Worker Exclusion Check
- Travel between sites is required
- Valid Working With Children Check
- Satisfactory Policy Check

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

- NAATI Certification level – Certified Interpreter – Turkish language

Experience, Experience & Skills

Service Delivery

- Experience working as an interpreter in a community setting including work with CALD, Aged and clients with a disability
- Understanding client needs and providing excellent service

Communication and interpersonal approach

- Sensitivity to issues related to the provision of services in a community of high cultural diversity
- Utilises interpersonal skills and tools to establish constructive rapport with clients from a variety of cultures, religions and socio economic circumstances

Client Focussed

- Builds client relationships and a culture of trust

Planning and Organisation

- Demonstrated ability to participate in a performance driven environment

Industry

- Ability to work independently and respond to a changing work environment

Quality, process improvement and innovation

- Commitment to maintaining a high standard and quality of work and ethics

Self-motivated

- Ability to work independently and meet agreed timelines

Extras depending on the role

- Competent computer skills

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ **Date** _____