

JOB DESCRIPTION

DIRECTORATE: Health and Adults Services

SECTION: Interpreting Services

GRADE: Sessional work

Interpreting: £27.00p/h

Written Translation £10.00 for each 100 words

DESIGNATION: Interpreter/Translator

ACCOUNTABLE TO: Royal Greenwich Interpreting Service Team Manager

Purpose of the job

1. To act as an interpreter for the Royal Greenwich Interpreting Service providing language interpretation between members of the public and health, social care or other designated customers in Greenwich, ensuring effective communication and access to services for non-English speaking service users.
2. To carry out interpreting sessions in a variety of settings including hospitals, GP surgeries, Council offices, courts, care homes, day centres and peoples own homes accompanied by the staff of those agencies.
3. To undertake written translation from English into community languages in line with agreed national and local standards.
4. To undertake limited written work including translation as part of the interpreting role with the individual service users.

Main Duties

1. To undertake as a priority, interpreting work to enable the Council to meet its statutory obligations where people are most at risk of harm. This includes child and adult protection, mental health work and community care assessments.
2. To prepare for each interpreting session effectively, including liaison with relevant professionals and understanding the context for the session.
3. To identify and advise on issues relating to the accessibility of services to service users from health and social care to ethnic minority communities, thereby enabling the management to influence changes in the relevant service.
4. To contribute towards service improvement and development to meet changing demands, liaising with colleagues and managers to ensure corporate consistency.

5. To ensure that interpreting sessions are undertaken within the agreed protocol, respecting the service user's confidentiality.
6. To act as an advocate for the service user as necessary
7. Undertake short term casework and translation in relation to specific queries and concerns for service users.
8. To enable the service user to fully express themselves and achieve an appropriate response from the professional or agency representative involved.
9. To ensure that clients receive adequate information in their own language on health, social care and other matters as appropriate.
10. To advise professionals on cultural, lifestyle, religious and dietary matters relating to their clients/patients.
11. To undertake training in community interpreting skills.
12. To be responsible for administrative duties and maintaining computerised records of interpreting duties in line with service procedures.
13. To travel throughout Greenwich and the wider area by private or public transport as the needs of the service dictate.
14. To represent and promote the service to agencies and the public as directed by the Team Manager.
15. To assist the Team Manager in the training of professional users of the service and freelance interpreters.
16. To have an understanding of local health, social care and wider Council services and procedures in order to support the service user and professionals appropriately.
17. To regularly update personal knowledge and information and participate in training and development programmes as directed by the line manager.
18. To participate in regular supervision and the Council's Performance Review and Development framework.
19. To provide administrative cover across the service when required.
20. To have a working knowledge of complex social care issues and referral routes e.g. safeguarding alerts, mental health, AOPS contact team.
21. To carry out all duties with due regard to the provisions of health and safety regulations and legislation including the Care Act, data protection legislation, the

Council's equal opportunities and customer care policies and any local agreements including safeguarding protocols.

22. To undertake any other work appropriate to the level and general nature of the duties of the post.



Person Specification

Job Title	Interpreter/Translator
Grade	
Service/Section	Royal Greenwich Interpreting Service
Directorate	Directorate of Adults & Older Peoples Services

Criteria	Method of Assessment	Short listing Criteria
	AF= application form T = test P = presentation I = interview	
Experience <ol style="list-style-type: none"> 1. Recent experience of language interpretation 2. Recognised qualification in interpretation 3. Recognised qualification in translation 4. Experience of working with health or social care professionals. 5. Registration with the Institute of Translation & Interpreting 	AF//T AF/I AF/I AF/I	
Knowledge <ol style="list-style-type: none"> 1. Working knowledge of language interpretation 2. Computer literate in Word, excel & outlook, translation applications/packages 	AF//T AF/I	

Skills and Abilities		
1. Ability to accurately interpret information as directed by relevant professionals	AF/I/T	
2. Ability to deal politely and efficiently with customers	I/T	
3. Able to speak clearly and concisely on the telephone.	I/T	
4. Ability to work as part of a team	I	
5. Ability to input and retrieve computerised information.	I/T	
6. Ability to interpret calmly and clearly in stressful and pressurised situations for the service user.	I	
7. Ability to keep clear written records.	I/T	
8. Clear understanding of confidentiality of information when interpreting and with personal written information.	I	
9. Demonstrate a commitment to working within the Councils Equal Opportunities Policy.	AF/I	