



HSS REGISTERED

Language Services Coordinator
Health Salaried Officers Agreement: G5
Position Number: 008337
Social Work Department - Sir Charles Gairdner Hospital
North Metropolitan Health Service

Reporting Relationships

Director Allied Health
 HSO Level: G11
 Position Number: 008147



Head of Department, Social Work
 HSO Level: P5
 Position Number: 001005



This Position



- Also reporting to this supervisor:
- Managers Social Work, HSO P3, 6.36 FTE
 - Senior Social Workers, HSO P2, x 16 FTE
 - Social Workers, HSO P1, 14.36 FTE
 - Departmental Clerk, HSO G2, 1.20 FTE
 - Administrative Assistant HSO G3, 1.00 FTE
 - Welfare Officers, HSO G3/4, 2.98 FTE

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	•

Prime Function / Key Responsibilities

Manages the day to day operations of Language Services at Sir Charles Gairdner Hospital (SCGH), facilitates the planning, development and evaluation of Language Services.

Brief Summary of Duties

1. Duties

- 1.1 Manages and evaluates Language Services in accordance with SCGH goals, priorities and allocated resources, in consultation with the Head of Department Social Work.
- 1.2 Manages and organises the provision of interpreters to all areas within the SCGH campus and in the community to ensure that appropriate interpreters are provided for deaf and non-English speaking patients and their families in a cost effective manner.
- 1.3 Administers the daily operation of the Language Services budget, including verifying accounts and liaising with providers and financial services as required.
- 1.4 Responds to complaints and facilitates the resolution of conflicts.
- 1.5 Advises, consults and liaises with a range of stakeholders including Hospital, government departments and community agencies concerning policies, services and training needs relevant to Language Services.
- 1.6 Promotes, delivers and participates in training of SCGH staff concerning interpreter use and associated cultural issues.
- 1.7 Promotes excellence in Language Services including, but not limited to:
 - Development and implementation of Quality Improvement Programs and Research; and
 - Provision of educational programs and training tools for interpreters.

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff (interpreters) under their supervision.
- 2.2 Participates in an annual performance development review.
- 2.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated knowledge and skills in the coordination and management of language services to non-English speaking and deaf people.
2. Highly developed communication and interpersonal skills in a culturally and linguistically diverse context.
3. Demonstrated sound organisational skills, and understanding of basic budget management.
4. Experience in the collection and interpretation of statistical data.
5. Excellent oral and written communication skills, including the ability to engage and interact with a range of stakeholders regarding the provision of language services and the development of relevant policies and procedures.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. A National Accreditation Authority for Translators and Interpreters (NAATI) professional qualification or equivalent would be highly regarded.
2. Experience in developing and presenting staff educational programs.
3. Experience and knowledge of hospital and health care systems in Western Australia.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date: