

## WHAT IS AN INTERPRETER?

An interpreter is a person qualified to perform interpreting; that is to convey communication spoken in one language into another language.

## ROLES OF AN INTERPRETER

- Interpreting in various health settings in accordance with competency standards
- Interpreting in context of triads and groups
- Interpreting consecutively or simultaneously presentations and speeches in various formal settings
- Provision of cultural information to assist health care providers understand patients/clients in order to achieve better health outcomes
- Provision of information regarding the NSW health care system to patients/clients and their families
- Short translation of documents
- Understanding and compliance with the Interpreter Code of Ethics
- Maintaining ongoing education and professional development

## WHERE THEY WORK

Interpreters work in all areas of health care, where communication between health care providers and patients/clients takes place:

- Hospital inpatient departments (eg. wards, units, Accident & Emergency departments, Labour Wards, Mental Health, Aged Care, Operating Suite)
- Hospital outpatient departments (eg. Antenatal Clinics, Preadmission Clinics, Specialist Clinics, Cardiac Catheter Laboratory)
- Community and Allied Health (eg. Aged Care Assessment Teams, Physiotherapy, Occupational Therapy, Speech Therapy, Counselling, Dental Services, Palliative Care and Early Childhood Centres)
- Other services provided by some Non-Government Organisations (Services for the Treatment and Rehabilitation of Torture and Trauma Survivors - STARTTS, Family Planning, Breast Screen NSW, Women Health Centres, Karitane)

## CAREER OPPORTUNITIES

- Interpreter grade 2
- Interpreter grade 3
- Contract Interpreters, research, Learning & Development Manager
- Cluster Manager
- Translations Unit Manager
- Service Development Manager
- Call Centre Manager
- Director, Health Language Services

## QUALIFICATIONS REQUIRED

- Interpreter grade 1 - no NAATI accreditation required; not employed by SSWAHS Health Language Services-Interpreting Service
- Interpreter grade 2 – NAATI accreditation at paraprofessional interpreter level
- Interpreter grade 3 and above – NAATI accreditation at professional level

## SUPERVISION PROVIDED

An intensive orientation program is provided for all new staff members with ongoing support.

## WHAT SORT OF PERSON SHOULD I BE?

- A good team member: although interpreters work individually, they are part of a team together with other interpreters and clerical staff. They need to cooperate well with everyone, to achieve the Service goals.
- Tolerant and respectful of others: there is a unique mix of different nationalities and cultures in the Service and these two qualities are essential for the functioning of
- the team
- Have good problem solving skills: be able to approach problems with the aim of resolving them, not take them personally and assume adversarial position
- Committed: this is a demanding job and commitment to service quality is essential
- Possess good personal/social skills
- Compassionate but able to control emotions
- Supportive of colleagues and management

## PERSONAL SKILLS REQUIRED OF AN INTERPRETER

- Good communication skills
- Good time management skills
- Well organised
- Common sense
- Quick thinking
- Good sense of humour

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