

# Position Description

Position Title	Part-time Karen Interpreters
Position Number	30028903
Division	Aged Care, Public Health, Aboriginal and Diversity Services
Department	Aboriginal Service, Diversity Hlth Promotion
Enterprise Agreement	Victorian Public Health Sector(Health and Allied Services, Managers and Administrative workers
Classification Description	Managers and Administrative Officers
Classification Code	HS2 – HS25
Reports to	Director – Aboriginal Services, Diversity and Health Promotion
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## **The Aged Care, Public Health, Aboriginal and Diversity Services Division**

The Aged Care, Public Health, Aboriginal and Diversity Services Division has a primary focus on improving the health outcomes of the communities in our region. With a range of local and regional programs supporting place-based health promotion, prevention, care and support, they work collaboratively with other Divisions and regional partnerships and networks to support quality outcomes. The Division has a strong leadership role in the Loddon Mallee Region and is committed to ensuring processes are in place to deliver on our vision.

The Division provides support for the Public Health Unit, Aged Care Residential Services (268 residents) and Infection Prevention & Control. It has key roles in public health, inclusive of health promotion and prevention, Aboriginal Services and infection control practices,

In addition, Division holds the professional portfolio of Chief Nursing and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the position is focused on supporting our nursing and midwifery workforce to feel valued and empowered.

## **THE ABORIGINAL SERVICES, DIVERSITY AND HEALTH PROMOTION TEAM**

Our team provides a unique opportunity for individuals to be a part of creating supportive environments for patients, families, volunteers and the community so they can participate in positive wellbeing outcomes. Bendigo Health aspires to create a culturally inclusive and safe environment for all individuals who interact with our service.

### **The Position**

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The position will report to the Director of Aboriginal Services, Diversity and Health Promotion, based at Bendigo Health's main campus on Barnard Street.

The position is part-time requiring a commitment to providing an accurate, responsive, friendly and welcoming interpreting service for our Karen patients and family at Bendigo Health.

There will also be a requirement to provide cultural safety advice when the opportunity arises and to assist Karen people understand and navigate the health care system as it relates to their care.

# Responsibilities and Accountabilities

## Key Responsibilities

- Provide an accurate honest and fair interpreting service for Karen patients, families and staff at Bendigo Health
- Provide a confidential service where individual's personal information obtained in the course of work is not disclosed
- Update interpreting skills and vocabulary over the duration of employment including medical terminology
- Prepare for assignments ahead of time where understanding of specialist terminology may be required
- Adhere to appointment times that have been accepted and if unable to attend provide as much notice as possible so that an alternative interpreter may be found
- Ensure that as the interpreter you do not exercise power or influence over another individual
- When appropriate offer cultural advice to healthcare individuals so that they may better understand social, emotional and physical aspects of the Karen culture that may influence care outcomes
- Uphold the AUSiT Code of Ethics for Interpreters
- Attend meetings relevant to interpreter position and role within the hospital
- Keep up to date records and data associated with monitoring and evaluation of the service

Employees are required to carry out lawful directions in line with the above or delegated to them. The work to be performed is set out in this position description and in compliance with professional standards and codes of conduct and ethics issued by the relevant professional association where relevant.

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

#### Qualifications / Certificates

- Relevant Degree in Interpreting
- Current registration and qualification with NAATI as a Karen interpreter or prepared to work towards this.

#### Specialist Expertise and Knowledge

- Experience working as an interpreter in a health environment with specialist training in medical terminology for interpreting

### Personal Qualities, Skills and Abilities

- Ability to prioritise bookings both face to face and telephone via Microsoft Outlook.
- Ability to create and promote a caring environment for the patients and their families at Bendigo Health
- Ability to educate and liaise with hospital staff to ensure they understand how to work with an interpreter and share Karen cultural safety practices
- Proven ability to work collaboratively as part of a multi-disciplinary team
- Excellent interpersonal and communication skills, both written and verbal
- Willingness to undertake ongoing professional development

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**Drivers Licence** A current Victorian driver's licence is required for this position.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*