

Position Description

Position Title	Karen Interpreters - Casual
Position Number	30028903
Division	Quality and Risk
Department	Aboriginal Serv Diversity Hlth Promotion
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2021-2025
Classification Description	Administrative G2 L1 – G3L5
Classification Code	HS2 – HS25
Reports to	Director - Aboriginal Serv Diversity Hlth Promotion
Management Level	Non-Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

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 casual 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.

Key Selection Criteria

Essential

Qualifications / Certificates

1. Relevant Degree in Interpreting

2. Current registration and qualification with NAATI as a Karen interpreter or prepared to work towards this.

Specialist Expertise and Knowledge

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

Personal Qualities, Skills and Abilities

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

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time.

We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.