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| Position Title | Interpreter | Department | Interpreting |
| Reports to | National Business Manager | Effective date | January 2024 |
| Responsible for | N/A | Location | As assigned |

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| Organisation Overview | <p>Expression Australia (formerly Vicdeaf & Tasdeaf) connects people to the life they want to lead - through ensuring better access, inclusion and equal opportunity.</p> <p>Expression Australia is an iconic and progressive community organisation, a rapidly evolving commercially oriented business and leader in providing services to people who are Deaf, hard of hearing or who experience barriers to participation. We strive to be a bi-lingual, bi-cultural organisation that respects both languages – Auslan and English - equally and celebrates the rich heritage and cultural diversity of the Deaf community and individuals.</p> <p>Expression Australia's vision and mission empower people to achieve better economic, cultural, social and civic participation in the community.</p> |
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| Role Overview | <p>This position provides effective and efficient delivery of Auslan/English interpreting and translation services.</p> <p>The Role of the interpreter is vital to support communication in the community. This role works closely with the Auslan Connections booking team to undertake a variety of interpreting assignments in the community which may include medical, legal, workplace, NDIS, education or other types of assignments. .</p> |
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| Job Specific Responsibilities | |
| <i>Key performance indicators will be clearly defined through the performance planning process.</i> | |
| Contribute to the achievement of Expression Australia's strategic objectives | <ul style="list-style-type: none"> • Advance Expression Australia strategic plan and its vision through executing the organisation's strategic priorities. • Model behaviours that are consistent with the mission and beliefs of the strategic plan. • Model behaviours that reflect our values |
| OHS & Quality Compliance | <ul style="list-style-type: none"> • Take reasonable care for their own health and safety, and health and safety of others • Adhere to OHS guidelines • Adhere to the organisation's Quality framework |
| Deliver Interpreting Services | <ul style="list-style-type: none"> • Provide a professional and accurate Auslan interpreting and translation services, that may include face to face, telephone and, video remote interpreting, as well as captioning and translation • Work in tandem with other interpreters on assignments to support and model appropriate interpreting practice |
| Maintain good professional practices | <ul style="list-style-type: none"> • Maintain NAATI certification • Work with peers in a collegiate and professional way • Adhere to the Auslan Connections Staff Manual • Maintain clear and responsive communication with the booking office • Accept jobs in good faith and honour commitments |

Core Capabilities (including Expression Australia Values highlighted in orange)

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| <p>Respectful <i>Behaving ethically appropriate, respectful of culture and community and providing person centred services to clients and others</i></p> | <p>Provides high level of person-centred service and meets needs of clients. Able to resolve common client issues. Consults with clients about service design & delivery</p> | <p>Diversity <i>Showing respect for diverse backgrounds and experiences</i></p> | <p>Adheres to policies, goals, objectives, and philosophies of valuing diversity in performing everyday duties and responsibilities. Embraces diverse capabilities of other team members.</p> |
| <p>Technology <i>Using and understanding technology to improve service delivery</i></p> | <p>Able to understand and work effectively with technology advancements and applies technical knowledge of IT systems to ensure access to, and security of, the system</p> | <p>Accountable <i>Demonstrating responsibility for own work</i></p> | <p>Demonstrates knowledge of understanding of how their role impacts on the wider organisation and team.</p> |
| <p>Adaptive/Resilience <i>Demonstrating and developing individual coping strategies</i></p> | <p>Understands how to deal with and adapt to difficult and pressurised situations. May seek guidance in how to deal with difficulties in the workplace. Maintains positive outlook.</p> | <p>Progressive <i>Innovating and looking at ways to improve the lives of our clients and communities</i></p> | <p>Understands the need for resourcefulness, creativity and adaptability within role boundaries. Takes responsibility for continuous improvement and risk mitigation in own work. Resolves routine problems and suggests changes.</p> |
| <p>Inclusive <i>Working effectively and engaging with others to achieve a common goal</i></p> | <p>A skilled team member, acting as a resource for a small work group on a regular basis. Shares knowledge and information with less experienced team members. May seek specialised help or notify progress of work.</p> | <p>Commercially Focused <i>Ensuring that all services are right for our clients and our organisation</i></p> | <p>Has a professional understanding of some specific areas relevant to the role. Provides and obtains accurate and timely information to meet service delivery needs. Has the interpersonal skills required to advise and assist a person with a disability and other customers on issues.</p> |
| <p>Auslan</p> <p>Our organisation is bi-lingual and bi-cultural, where Auslan and English are both utilised languages. The learning and use of Auslan is encouraged and endorsed in the workplace. Along with a willingness to learn Auslan, possess a positive attitude towards continuing to improve language skills is imperative</p> | | | |

Job Specific Capabilities

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| <p>Negotiation - Convincing others to take an equally beneficial course of action</p> | <p>Negotiates and influences independently to resolve issues most of the time. Occasionally requires direction. Is familiar with a number of negotiation and influencing strategies</p> |
| <p>Plan – Applying proper planning to achieve priorities</p> | <p>Actively manages own workload and time management.</p> |
| <p>Discipline Specific - Discipline specific knowledge and practice</p> | <p>Fully proficient professional. Undertakes regular professional development.</p> |

Knowledge, Skills & Experience

Essential

- Ability to adapt to various cultures
- Excellent communication skills
- Ability to work under pressure
- Works in a collegiate and collaborative way
- Punctual and reliable
- Well organized with excellent time management skills

Desirable

- Specialist knowledge of any of the following: NDIS, legal, medical, business, IT

Education / Qualifications / Certifications/ Memberships

- NAATI certification at either Certified Provisional Interpreter or Certified Interpreter level
- Desirable member of ASLIA

Travel Requirements

- Frequent

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.

Employee signature _____

Date _____