

# Role Description



| Role title:                                                                   | Classification:                                    |
|-------------------------------------------------------------------------------|----------------------------------------------------|
| Casual Interpreter                                                            | INT300/INT200/INT100                               |
| Division/Business unit:                                                       | Reports to:                                        |
| Finance, Digital and Customer Support / Concessions and Interpreting Services | Manager, Interpreting and Translating Centre (ITC) |

## Role purpose:

The Interpreter is a role within Finance, Digital and Customer Support Division and is accountable to the Manager, Interpreting and Translating Centre for:

- Undertaking interpreting assignments which result in effective communication for individuals of non-English speaking background.
- Delivering professional, accurate and culturally responsive interpreting services in accordance with recognised industry standards and ethical requirements.
- Contributing to the efficient operation of the ITC.

## Key outcomes and accountabilities:

1. Deliver high-quality interpreting services through face-to-face, telephone and video interpreting assignments.
2. Maintain high standards of professionalism and ethical conduct by undertaking all assignments with impartiality, honesty and integrity in accordance with the AUSIT Code of Ethics for Interpreters and Translators.
3. Establish and maintain effective communication and relationships with internal and external stakeholders, including people from diverse backgrounds and communities.
4. Ability to communicate effectively with and relate to diverse groups of people.
5. Work collaboratively with peers, staff and stakeholders to develop effective working relationships and deliver quality and timely communications services.
6. Provide responsive and client focussed services that meet stakeholder and business needs.
7. Support continuous improvement and professional competence through professional development, certification maintenance, client feedback and service quality initiatives.

*Note:* Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

## Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- NAATI Certification relevant to the language and service provided is required and must be maintained throughout employment. Employees who do not hold NAATI Certification at commencement must obtain certification within 18 months of commencement in the role.
- Where NAATI Certification is unavailable for a language, the employee must hold and maintain a NAATI-recognised credential applicable to the language and service provided.

- Employees who do not hold NAATI Certification at commencement of employment must have completed formal studies in interpreting or translating.
- Evidence of qualifications and accreditation must be provided and maintained during employment.
- Some intrastate travel and work outside normal working hours may be required.

#### Key Relationships/Interactions:

- Manager, Interpreting and Translating Centre (Line Manager)
- ITC Call Centre Team Leader and Language Service Officers (day to day allocation of assignments)
- Administrative Support staff

#### Budget/Delegations:

No budget or delegation accountabilities for this role.

#### DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

#### Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Interpreting Experience** - Demonstrated experience providing high-quality interpreting services to diverse client groups, enabling effective communication while recognising, respecting, and responding to cultural differences within and across communities.
2. **Professional Practice and Ethics** - Demonstrated understanding of the AUSIT Code of Ethics and professional interpreting standards, with a strong commitment to maintaining accuracy, impartiality, confidentiality, and professional integrity in all interpreting assignments.
3. **Accreditation and Professional Development** - Demonstrated commitment to maintaining NAATI Certification, or obtaining certification within required timeframes where applicable, and participating in ongoing professional development to support continued competence and professional practice.
4. **Time Management** - Ability to manage a high and varied workload, organise priorities, meet deadlines and use initiative.
5. **Interacting with Technology** - Interact with web-based databases, data collection systems and personal digital devices including smart phones, digital pads and laptops efficiently and adapt to changes in technology and systems as required.
6. **Attention to Detail** - Check the accuracy of information, follow procedures and processes to avoid errors and take action to minimise mistakes and notify others when appropriate.

7. **Client Service and Communication** - Ability to establish positive working relationships and communicate effectively with clients, colleagues and stakeholders from diverse cultural and linguistic backgrounds, while delivering responsive and professional customer service.

**Qualifications:**

**Essential:** Current NAATI Certification relevant to the language and services provided, or the ability to obtain certification within 18 months of commencing the role. Applicants who do not hold NAATI Certification at the time of appointment must have successfully completed formal studies in interpreting and/or translating.

**Desirable:** Experience delivering interpreting services in government, community, health, legal, education or social service settings.

**Key leadership competencies and expected behaviours at this classification:****Understands strategic direction**

- ☒ Understands the shared vision for the business unit (BU).
- ☒ Understands purpose and expectations, and strives to reach collective goals.
- ☐ Considers multiple perspectives and organisational context of their role.
- ☒ Maintains a continuous learning approach and adapts to changes.
- ☐ Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

**Addresses clients' needs**

- ☒ Delivers results and improvements to meet agreed outcomes of their role.
- ☐ Positions own role and skill development to meet the needs of the team.
- ☐ Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- ☒ Abides by the laws, regulations and policies that apply to their role.
- ☒ Holds self-accountable for achieving outcomes and communicates progress with manager.
- ☐ Monitors and acts on feedback to improve own performance.
- ☒ Builds technical knowledge in own role to support organisational objectives.

**Contributes to service delivery excellence**

- ☐ Takes accountability for delivering assigned objectives.
- ☐ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- ☐ Provides ongoing feedback to others.
- ☒ Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- ☒ Strives to deliver excellent customer service by understanding needs.
- ☒ Manages time and other resources effectively.

**Engages in positive working relationships**

- ☒ Acts professionally within the boundaries of the organisation.
- ☐ Conveys facts, concepts and technical information adapting communication style to meet the audience.
- ☐ Listens to different ideas and discusses issues with consideration and care.
- ☐ Readily shares information and promotes a friendly, inclusive environment.
- ☒ Participates in professional networks and forums with team members, stakeholders and clients.
- ☒ Responds appropriately to others in an open and honest manner.

**Demonstrates personal drive and professionalism**

- ☒ Behaves consistently with the principles, values and ethics of the organisation.
- ☒ Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- ☒ Remains positive and focused on achieving objectives in difficult circumstances.
- ☒ Seeks opportunities to build knowledge, skills and self-awareness.
- ☒ Understands, values and responds to diversity, and treats people with respect.
- ☒ Looks after own health, safety and wellbeing, and raises concerns where necessary.

**Approval:**

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|--------------------------------------------------------------------------|--------------------|---------------------|
| Assessed by: Anthony Halkias, HR Business Partner                        | <i>A. Halkias</i>  | Date:<br>18/08/2026 |
| Approved by: Olga Aoukar, Director Concessions and Interpreting Services | <i>Olga Aoukar</i> | Date:<br>18/08/2026 |