

# Role Description

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

| Role purpose:                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p>The Casual Interpreter - Aboriginal Languages is a role within Finance, Digital and Customer Support and is accountable to the Manager, Interpreting and Translating Centre (ITC) for:</p> <ul style="list-style-type: none"> <li>• Undertaking interpreting assignments for Aboriginal Language speakers which result in effective communication.</li> <li>• Contributing to the efficient operation of the ITC.</li> </ul> |

| Key outcomes and accountabilities:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <ol style="list-style-type: none"> <li>1. Provide effective communication between two or more parties for Aboriginal Language speakers by accurately carrying out interpreting assignments, which may include face-to-face meetings or appointments, video and teleconferencing.</li> <li>2. Maintain high standards of professionalism by undertaking all assignments with impartiality, confidentiality, honesty and integrity whilst adhering to the AUSIT Code of Ethics for Interpreters and Translators at all times.</li> <li>3. Establish and maintain effective communication and relationships with internal and external stakeholders.</li> <li>4. Ability to communicate effectively with and relate to diverse groups of people.</li> <li>5. Work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services.</li> <li>6. Provide a responsive level of client services enabling stakeholders to meet their business needs.</li> <li>7. Contribute to the establishment of processes to gather feedback from clients to contribute to ongoing improvement.</li> </ol> <p><i>Note:</i> 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.</p> |

| Special conditions:                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <ul style="list-style-type: none"> <li>• Recognition as an Interpreter will be required.</li> <li>• Intrastate travel and work outside normal working hours may be required.</li> <li>• <b>MANDATORY:</b> 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.</li> </ul> |

**Key Relationships/Interactions:**

- Manager, Interpreting and Translating Centre (Direct Line Manager).
- Staff of the Aboriginal Language Interpreting Service.
- Customer Services Supervisor (day to day allocation of assignments).
- Administrative and cultural support staff.

**Budget/Delegations:**

No budget or delegations 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.
- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.
- 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** – Utilise existing knowledge of Aboriginal language and English language skills to provide interpreting to a diverse group of people acknowledging cultural differences within and between ethnic groups. All relevant training will be offered.
2. **Interpreting Ethical Conduct** – Adhere to the AUSIT Code of Ethics for Interpreters and Translators when delivering interpreting services to all stakeholders.
3. **Time Management** – Ability to manage a varied workload, organise priorities, and use initiative.
4. **Interacting with Technology** – Interact with the online booking system, and personal digital devices efficiently, and adapt to changes in technology and/or systems as required.
5. **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.

**Qualifications:**

**Essential:** Not applicable.

**Desirable:** National Accreditation Authority (NAATI) Certification or relevant diploma in Interpreting.

**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: 23/06/2025 |
| Approved by: Olga Laparidis, Director Concessions and Interpreting Services | <i>Laparidis</i>  | Date: 17/06/2025 |