

**Interpreter (Bank)**  
**JOB DESCRIPTION**

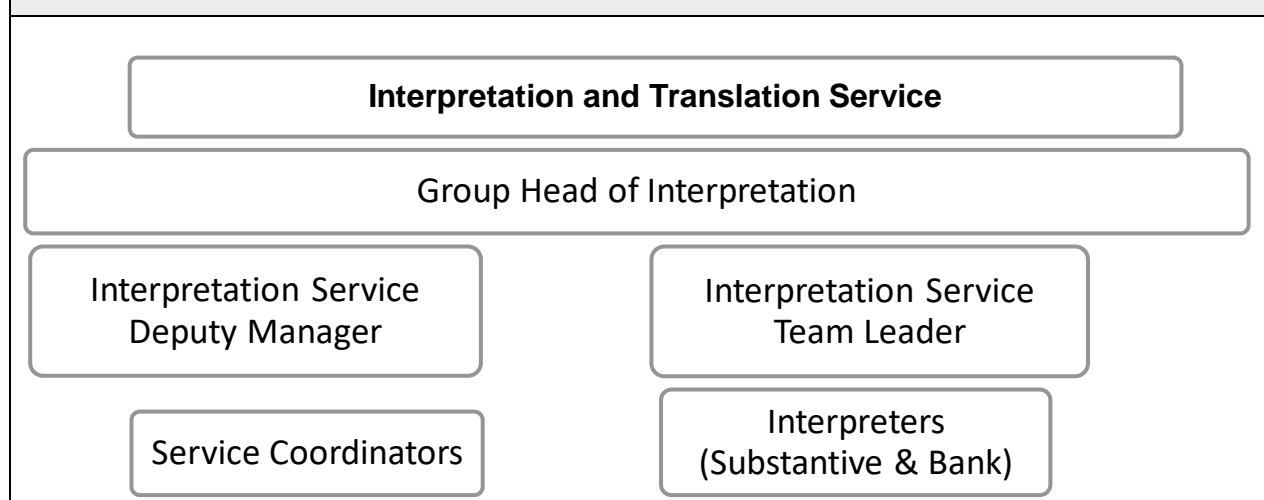
<b>Job Title:</b>	Interpreter (Bank)
<b>AfC Band:</b>	Band 3
<b>Service:</b>	Interpretation and Translation Service
<b>Accountable To:</b>	Head of Interpretation/Interpretation Service Deputy Manager/Interpretation Service Team Leader
<b>Responsible To:</b>	Head of Interpretation/Interpretation Service Deputy Manager/Interpretation Service Team Leader
<b>Base Location:</b>	Nearest to Home postcode Head office base is Royal Oldham Hospital/Equality, Diversity and Inclusion
<b>On-Call Requirement:</b>	Optional out of hours work available
<b>AfC Job Code:</b>	<i>Not applicable</i>

**Values**

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

**Structure Chart**



## Job Summary

The Interpretation and Translation Service provides quality confidential interpreting service for the Northern Care Alliance Foundation NHS Trust, covering all four hospital sites at Royal Oldham, Salford Royal, Fairfield General (Bury) and Rochdale Infirmary, various community settings and other venues as may be required.

As a member of the Interpretation and Translation team you will be responsible for providing a confidential, efficient and effective language support service to healthcare professionals and patients in both the hospital and community setting on a sessional basis, as and when required according to the specified time either daytime or out of hours and weekends.

The Interpretation and Translation Service utilises three models of interpretation - In person (face to face); telephone and video interpreting.

## Key Role and Responsibilities

### • Professional Duties

Provision of high quality and confidential interpreting service, adhering to the Interpreters Code of Conduct, NCA Interpretation and other relevant Trust Policies

Ensure that your telephone/equipment is in working order and you respond to all communications from the Interpretation and Translation Service when available to work.

Organise a location to provide telephone or video interpretation that offers a quiet, confidential environment without interference.

### • Communications and Relationships

Provide interpretation services in 3 ways i.e., face to face (In person); Video interpretation (MS Teams or AccurX) and Telephone Interpretation.

Maintain good working relationships with all staff, patients and/or other agencies, to achieve the objectives and purpose of your role and in endorse the NCA's Interpretation and Translation Service, promoting understanding, good will and impartially.

### • Administrative Responsibilities

Interpretations will be accurate and precise without any summarisation or additional information added.

Maintain accurate, timely and legible records, including personal and administrative records, gathered or used as part of your role. Records may be paper or electronic, and always ensure confidentiality.

Using the Zipporah Interpreter Booking System you will retain records and supporting evidence of telephone / video interpretation provided.

- **Policy and Service Development**

Provision of support in taking patient surveys as required.

Continue to update yourself with new developments in Interpretation and translation to enhance your existing qualification, knowledge and skills.

- **Financial Responsibility**

Upload evidence straight after or soon after the completion of the appointment and to add the finish time on the electronic timesheet.

Ensure that travel claims are submitted monthly on the EASY system, and all necessary evidence is uploaded per appointment.

- **Planning and Organisational Skills**

Organise and prioritise own workload, adapting to changing priorities.

Block calendars when not available to work and check your interpretation status regularly throughout the day. Flexibility is required as hospital appointments may be delayed due to emergencies or longer consultations.

Arrange interpretation appointments on the correct date and time and in the right place.

Punctuality is key therefore arrival at appointments should be on time in the Department requested.

Inform Interpretation and Translation admin of any appointments you are unable to attend as soon as possible

- **Human Resources**

Maintain your own compliance with the Trust's Mandatory Training and accept own responsibility for your personal development.

Promote continuous improvement by sharing any new knowledge gained to other colleagues.

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Bilingual Bank Worker (Interpreter)</b>
<b>AfC Band:</b>	Band 3

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Possess an interpreting qualification. e.g. (Community Interpreting Level 2/3 or above or Bilingual Skills Certificate)</li> </ul>	<ul style="list-style-type: none"> <li>• Diploma in Public Service Interpreting (DPSI)</li> </ul>
<b>Knowledge, Training and Experience</b>	<ul style="list-style-type: none"> <li>• Proven interpreting experience preferably in health.</li> </ul>	
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Knowledge of relevant communities</li> <li>• Ability to communicate excellently in English and another language.</li> <li>• Ability to use a variety of interpretation techniques i.e., Consecutive, and simultaneous.</li> <li>• Excellent interpersonal skills</li> <li>• Ability to work under pressure.</li> <li>• Ability to deal with sensitive situations tactfully and in a confidential manner.</li> <li>• Ability to work alone, be organised, and have self-discipline i.e., good record and diary management</li> </ul>	

## Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
<b>CARE</b>  We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
<b>APPRECIATE</b>  We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
<b>INSPIRE</b>  We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

## Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

<b>Infection Prevention</b>
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
<b>Safeguarding</b>
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
<b>Health and Safety</b>
Employees must act in accordance with the Health and Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
<b>Confidentiality and Data Protection</b>
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
<b>Equality and Diversity</b>
<p>All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.</p> <p>Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:</p> <ul style="list-style-type: none"> <li>eliminating discrimination, harassment and victimisation</li> </ul>

- advancing equality of opportunity between people who share a protected characteristic and those who don't.
- fostering good relations between people who share a relevant protected characteristic and those who don't.
- understanding the impact of policies, services and practice on people with different protected characteristics

### **Code of Conduct**

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

### **Leadership and Development**

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

### **Flexibility**

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.