

# Job Description and Person Specification



# Job Description

<b>Job Title</b>	Casual Interpreter and Translator
<b>Grade</b>	4 and 5
<b>Service</b>	Coventry Interpretation and Translation Unit (CITU)
<b>Reports to</b>	CITU Manager
<b>Location</b>	Friargate, Floor 9
<b>Job Evaluation Code</b>	Y5226D(Scale 4) and Y5432D (Scale 5)



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role / Output

To provide an Interpreting and translating service for a range of organisations (City Council, Health and other organisations as requested through the City Council) and their service users whose first language is not English, hence making service provision more accessible to the Minority Ethnic communities.

## Main Duties & Key Accountabilities

### Core Knowledge

The Interpreter/translator is expected to provide a citywide service for the benefit of staff and service users of the department and their partners whenever he/she is required. They will also from time to time be required to travel outside these areas.

The specific duties with include: -

1. To be available at all times during the day. Such times will be advised in advance. However Interpreters are also expected to be prepared to work during evening, nights and weekends.
2. To provide an interpreting service, on the request of the Coventry Interpretation and translation Unit (CITU) in various situations and settings including one to one interviews, family interviews, case conferences, group meetings, health appointments, conferences, discussions and public meetings.
3. To provide confidential, high quality verbal interpretation services to Coventry City Council clients, departments and partners, meeting service levels and agreed targets.
4. To provide, when requested, high quality interpretation services to City Council departments, the Health Services, and other partners at various locations.
5. To assist non-English speaking clients in making verbal or written representations.
6. To provide information, support and advice to officers using the service about the culture and religious background of the community, enabling officers to deliver appropriate and sensitive services in a fair, equitable and inclusive manner.

7. To ensure that it is an end to end service i.e. arranging next appointment/s or ensuring client understand what they next have to do or sign posting them as appropriate.
  8. To provide the interpretation service in line with City Council's Code of Conduct and the Council's Behaviour policy and Interpreter's code of practice.
  9. To follow the services booking and administration processes to ensure timely payments and deadlines are met with the relevant paperwork fully completed within the deadlines.
  10. To provide the service within a performance management framework, meeting Local Service Agreement targets.
  11. To be able to identify and deal with emergency enquiries with the ability to relate to all clients, sometimes in stressful and/or sensitive situations.
  12. To be able to deal with clients in line with personal safety guidelines and have regard to Health and Safety requirements
  13. To converse fluently in both English and one or more language(s) and can switch from one language to the other with confidence and ease.
  14. To translate leaflets, posters, letters, notices, consultation and policy documents, publications and other literature or publicity material.
  15. To ensure that all translated material produced is of the highest quality and within requested deadlines.
  16. To provide audio and video communication as and when required to allow communication between client and professional.
  17. To undertake and maintain Disclosure and Baring Service requirements.
  18. To undertake any other related areas of work as required by the Manager.
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> BMI - The Meriden Hospital(Circle Health Group) Schools and Academies Solicitors Charities and Voluntary organisations Other local authorities External agencies	<b>Internal</b> All service areas in Children Services All service areas in Adult Services Human resources Housing Legal Services
--	--

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

N/A

## Person specification

<b>Job Evaluation Code</b>	Y5226D(Scale 4) and Y5432D (Scale 5)
<b>Knowledge</b>	
Role of interpreters in facilitating communication in various situations	
Importance of confidentiality	
A good standard of written and verbal knowledge of their language	
Good command of English, both written and spoken.	
Knowledge and awareness of sexism, racism, disability, ageism, FOI, data protection, safeguarding and other relevant policies and procedures.	
Knowledge of the code of Practice for Interpreters	
Knowledge of cultural Issues	
<b>Skills and Abilities</b>	
How to handle difficult situations in a constructive and helpful manner.	
Prioritisation of work.	
Handling Group situations	
To freely communicate between relevant minority ethnic language and English in a cultural context.	
To interpret and translate with a good standard from English to the relevant language and vice versa.	
To work alone and as part of a team.	
To be punctual and meet deadlines	
Ability to analyse information rapidly.	
The ability to be intuitive and make decisions	
The ability to listen, question and seek information so as to communicate effectively, clearly and precisely in both languages at speed.	
The ability to concentrate on a task over a period of time without being distract with high level of concentration and alertness	
The ability to cope with emotional situations and responding to unanticipated problems	

To be flexible to the needs of the client and professional requiring the service
To maintain objectivity and to interpret /translate honestly without changing meaning.
To maintain confidentiality
<b>Experience</b>
Experience of undertaking Interpretation and translation work.
Life experiences with a minority ethnic culture and wider society and the ability to put into various perspectives
An in-depth knowledge of the particular language relevant to the post.
Experience in giving advice and information on culture, language and related issues.
Experience in working under pressure and to tight deadlines
Experience of Social care and Housing and Health terminology to be able to translate into the relevant language.
<b>Qualifications</b>
Minimum of degree or equivalent qualification.
Preference to DPSI (Diploma in Public Service Interpreting) or equivalent qualification. Grade 5
Continual updating of knowledge so as to meet changing terminology
<b>Special Requirements</b>
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

<b>Date Created</b>	November 2022	<b>Date Reviewed</b>	November 2022
---------------------	---------------	----------------------	---------------