

# Position Description

<b>Title</b>	<i>PS&amp;A Support - Interpreting Services</i>	<b>Position Reports to</b>	<i>PS&amp;A Team Leader</i>
<b>Classification</b>	<i>HS14 (HS1)</i>	<b>Employment Status</b>	<i>Part time</i>
<b>Enterprise Agreement</b>	<i>Administrative Officers</i>		

## About the Eye and Ear Hospital

- As Australia's only specialist eye, ear, nose, and throat hospital, the Royal Victorian Eye and Ear Hospital (Eye and Ear) has been delivering exceptional care for 150 years. With over 50 outpatient clinics dedicated to diagnosing, monitoring, and treating vision and hearing loss, the hospital also provides a 24-hour emergency eye, ear, nose, and throat service. Each year, the Eye and Ear cares for approximately 250,000 patients, including over 200,000 outpatients, nearly 40,000 emergency patients, and more than 14,000 inpatients.

## Our Vision, Mission, and Values

- The Eye and Ear strives to be a world leader in eye and ear health through outstanding patient experiences, exemplary leadership, and continuous innovation. Our core values guide everything we do:
- Integrity** – Acting ethically, taking accountability, and fostering trust and respect.
- Care** – Delivering compassionate, respectful, and patient-centered services.
- Teamwork** – Encouraging open communication, collaboration, and multidisciplinary cooperation.
- Excellence** – Striving for the highest standards in patient care, service, and continuous improvement.
- For more details, read our full Strategic Plan here: [Strategic Plan](#)
- The Eye and Ear is an equal opportunity employer committed to creating an inclusive and diverse workplace free from discrimination and harassment. We are also a smoke-free environment.

## Position Summary

This role supports the delivery of interpreter services across the Royal Victorian Eye and Ear Hospital. It involves administrative coordination of in-house and external interpreters, interpreter bookings, NAATI compliance tracking, and facilitating a culturally safe environment for patients with limited English proficiency. The position requires exceptional customer service, scheduling accuracy, and collaboration with clinical teams.

### Key Responsibilities & Performance Outcomes

- Coordinate interpreter bookings (in-house and external), including face-to-face, video, and telephone interpreting.
- Liaise with clinical and non-clinical staff to ensure timely and appropriate use of interpreters.
- Manage the interpreter bookings inbox and calendar systems.
- Accurately enter and maintain data in hospital systems (e.g., PowerChart, IPM).
- Ensure interpreter records are complete, including NAATI credentials and recertification.
- Respond professionally and empathetically to interpreter-related queries from staff and patients.
- Monitor and report on interpreter usage trends, patient language needs, and service gaps.
- Support quality and safety by promoting the use of qualified interpreters over informal alternatives.
- Participate in improvement initiatives aligned with Action 2.04 and 2.08 of the NSQHS Standards.
- Work collaboratively with other administrative staff to support cross-cover as required.

### Quality, Patient Safety & Risk Management

- Employees are responsible for:
- Providing patient- and family-centered care.
- Maintaining professional skills relevant to the role.
- Understanding and following the Eye and Ear Quality Clinical Governance Framework.
- Participating in reporting safety concerns, analyzing data, and engaging in improvement activities.
- Complying with the Eye and Ear Data Accountability Framework.
- Using hospital resources responsibly and demonstrating cost-effective practices.
- Engaging in professional development and accreditation activities.

### Occupational Health & Safety (OH&S)

- The Eye and Ear is committed to a safe and risk-free work environment. Employees are expected to:
- Work safely and ensure the safety of others.
- Promote organizational values of integrity, care, excellence, and teamwork.
- Participate in workplace wellness initiatives.

- Report hazards, near misses, and incidents using the Victorian Health Incident Management System (VHIMS) Riskman.
- Follow emergency procedures and discourage unsafe behaviors.
- Support injured colleagues returning to work as part of rehabilitation programs.

### Selection Criteria: Qualifications, Experience & Competencies

#### Essential

- Computer literacy
- Excellent communication skills
- Customer-focused approach
- Commitment to quality and continuous improvement
- Ability to work effectively within a multidisciplinary team
- Strong attention to detail
- Initiative and enthusiasm

#### Desirable

- Experience working with interpreter services or culturally and linguistically diverse communities
- Familiarity with NAATI accreditation processes
- Understanding of interpreter booking platforms or hospital systems (e.g., IPM, PowerChart)

### Reporting Structure & Key Relationships

**Reports to:** PS&A Team Leader

**Direct Reports:** None

#### Key Working Relationships:

- Interpreter Services staff (in-house interpreters and team leader)
- Clinical teams across ENT, Ophthalmology, Specialist Clinics, Emergency, etc.
- External interpreter agencies (e.g., TIS National)
- Patients, families, and carers from diverse cultural backgrounds

### Pre-Employment Requirements

- All staff must pass a National Criminal Record Check. Employees in direct patient care roles must also hold a valid Working with Children Check.

### Position Agreement & Review

- The Eye and Ear reserves the right to modify this position description as required. Employees will be consulted regarding changes. The statements included in this description reflect the duties and responsibilities of the position and are not exhaustive.

### Agreement

- I have read, understood, and agree to comply with this position description.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_