

Position Description

Title	Interpreter	Position Reports to	Manager Social Services
Classification	HS3 (Grade 3 level 1) – HS25 (Grade 3 level 5)	Employment Status	Ongoing; 0.4 FTE (Monday & Tuesday)
Enterprise Agreement	Health and Allied Services, Manager and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025		

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for more than 160 years. The Eye and Ear has over 90 different outpatient specialist clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 190,000 patients, with over 130,000 outpatients, nearly 44,000 emergency patients and over 14,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

https://www.eyear.org.au/page/About_Us/Our_Publications_and_DVDs/

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the [Child Safe Standards](#).

The Eye and Ear is a smoke free environment.

Position Summary:

The interpreter provides professional onsite interpreting and telephone interpreting for both inpatient and outpatients in the hospital setting, in line with hospital policies, procedures and the National Accreditation Authority for Translators and Interpreters (NAATI) ethics and AUSIT code of ethics.

Key Responsibilities / Performance Outcomes:

1. Provide interpreting and translation (if applicable) services which adhere to the AUSIT Code of Ethics, and the Eye and Ear policy.
2. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
3. Provide high quality interpreting to patients attending the Eye and Ear.
4. Ensure cultural consideration and a patient centred approach occurs with all interactions.
5. Maintain patient confidentiality at all times.
6. Maintain knowledge of clinical processes including consent, referrals to social work, transport and discharge planning
7. Work in a flexible manner in order to meet the needs of patients and the clinics
8. Remain updated of medical terminology and techniques related to clinics that operate within the hospital.
9. Assist with the booking requests for external interpreters to assist patients to remain informed and supported to understand their rights and participate in their care.
10. Complete administration duties as required.
11. Information Technology (IT) skills that are commensurate with the requirements of the role.
12. Raise awareness, education, advice and support to hospital staff on cultural issues and how to work more effectively with interpreters.
13. Support in the development and implementation of initiatives to improve cultural awareness and accessibility of services throughout the hospital.
14. Maintain the requirements of the Eye and Ear mylearning
15. Participate in quality improvement activities as directed by Manager Social Services.
16. Undertake other duties in partnership with the Manager Social Services or as directed by the Manager Social Services.

Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Providing care that is patient and family-centred and delivered in partnership with the patient and their carer.
- Developing and maintaining your skills and competencies relevant to your clinical scope of practice.
- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework to deliver safe high quality and person-centred experience and care.
- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.

- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the Eye and Ear Data Accountability Framework.

Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NAATI Certification in interpreting 	<ul style="list-style-type: none"> • NAATI Certificaiton in translating
Experience	<ul style="list-style-type: none"> • Interpreting at NAATI Certified level 	<ul style="list-style-type: none"> • Experience in a hospital or health setting
Competencies	<ul style="list-style-type: none"> • Ability to work autonomously and as part of a team • Proven ability to effectively prioritise workload with competing demands • Demonstrated ability to interpret and communicate effectively with patients/carers and health professionals • Ability to develop, build and maintain relationships with staff across all areas of the hospital • Demonstrated Computer literacy and skills using Microsoft Outlook, Word, Excel and Teams 	<ul style="list-style-type: none"> • Knowledge of hearing and visual impairments • Knowledge of cultural issues that may impact on access and understanding of hospital services

Reporting Lines

Position Reports to – Manager Social Service

Number of Direct reports – NIL

Key Working Relationships

Internal

- Outpatient staff- clinical and administration
- Inpatient and Surgical Units
- Surgical Bookings and Preadmission Staff
- Allied Health Management and staff
- Social Work and Patient Representative
- Patients
- Other Hospital Staff

External

- External Interpreting Agencies
- Ethnicity and Diversity Centres

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.

Author of Position Description or Manager of Position:

Name: Chun Ho Kwong, Manager Social Service

Date: May 2026

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

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

Name: _____

Signature: _____

Date: ____ / ____ / ____