

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	In-house Interpreter / Translator
Business Unit/Division:	Transcultural & Language Services (TALS)
Award Agreement:	10 - Admin Officers
Classification:	HS2 to HS25
Employment Type:	Casual
Reports to:	TALS Manager
Date Prepared/Updated:	September 2026

ROLE STATEMENT

General Role Statement:

The Transcultural and Language Services (TALS) at Northern Health endeavours to provide equitable access to healthcare services for culturally and linguistically diverse communities by offering professional interpreting and translation services. TALS also provides cultural competence training and engages with communities to influence and develop multicultural policies and best practice. Additionally, TALS drives and contributes to research activities, as well as facilitates student education. By responding to the needs of multiculturally diverse communities, TALS strives to address barriers in healthcare and improve health outcomes for all.

The In-house Interpreter plays a vital role in providing on-site, telephone, and video-interpreting services across Northern Health sites as required. They are responsible for managing the daily interpreting activities, both pre-arranged and on-demand, ensuring effective communication between patients, healthcare providers, and other stakeholders. They work closely with healthcare teams and TALS bookings team, ensuring that interpreting services are promptly provided when required. Their role involves efficiently managing assigned schedules to meet the demands of the healthcare services and maintaining accurate records of interpreting statistics.

In addition to their interpreting responsibilities, the In-house Interpreter delivers accurate translation services, if NAATI certified to do so. They participate in patient literature review and evaluation to identify areas for improvement and share insights and feedback. Furthermore, the In-house Interpreter may provide support for the interpreter bookings procedure, assisting with administrative tasks and ensuring smooth coordination of interpreting services. They may also provide supervision and guidance to students or trainees in the field of interpreting, sharing their expertise and knowledge to foster their professional development. Additionally, the In-house Interpreter may be involved in delivering TALS education on working with interpreters.

This position is responsible for:

- Provide on-site, telephone, and video-interpreting services across Northern Health sites as required.
- Manage daily interpreting activities, both pre-arranged and on-demand.
- Respond to short-notice assignments and accommodate the ever-changing needs of healthcare facilities and patients in a timely manner.
- Collaborate closely with TALS Booking Officers and actively participate as a team member alongside other Interpreters within the same language group.
- Maintain accurate records of daily activity statistics, ensuring compliance with relevant policies and procedures.
- Maintain role knowledge and integrate into practice all relevant and available resources of the department and organisation to maximise effective service provision.
- May also provide translation services based on their NAATI qualifications.

- Ongoing professional development and staying up to date with changes in medical terminology, advancements in healthcare, and interpreter best practices.
- Actively contribute to quality improvement and research projects, provides support for interpreter bookings, supervises students when needed, participates in staff professional development forums, and may participate in delivering TALS education on working with interpreters.
- Other duties as listed in the Interpreter Bookings Procedure and Northern Health Cultural Responsiveness Plan, or as directed by the Managers.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

- Represent Northern health language services in a positive manner through face to face, telephone and online interactions with internal and external stakeholders.
- Demonstrate open and effective communication and interpersonal skills, working collaboratively with colleagues and staff to maintain a positive and productive work environment.
- Comply with the obligations of the Northern Health Code of Conduct, the AUSIT Code of Ethics and Code of Conduct, and the TALS Staff Guidelines.
- Foster and promote a high-performing culture within the organisation
- Proactively support change processes and outcomes.
- Maintain high professional standards and respect for work colleagues.
- Use conflict resolution skills to diffuse difficult situations.

Strategic and Project Management Leadership

- Proactively support TALS Managers in the achievement of Northern Health operational and strategic goals.
- Collaborate with the TALS team to implement improvements and contribute to quality improvement initiatives.

Organisation-Wide Contribution

- Adhere to Northern Health's By-Laws, Regulations, and Policies, including but not limited to Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Equal Opportunity, and Workplace Bullying and Harassment.
- Collaborate with the organisation to achieve accreditation under the National Safety and Quality Health Care Standards.
- Undertake role activities in a manner that supports a safe environment, minimising harm to patients and staff.
- Address any issues or concerns promptly and provide feedback to relevant stakeholders to improve the quality and safety of care.
- Participate in Safety and Quality education and training as required across Northern Health.
- Actively participate in quality improvement initiatives and projects to enhance patient care.
- Report and accurately document clinical and non-clinical incidents.
- Conduct and participate in training of systems and programs as required.
- Actively encourage and support the utilisation of the patient feedback process as a valuable tool for enhancing the quality and safety of care.
- Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of duties for which the appointee is employed.

Diversity and Inclusion

- Ensure compliance with the Workplace Equity, Diversity, and Inclusion Strategy, and actively support the implementation of the Northern Health Cultural Responsiveness Plan.
- Provide supervision and guidance to students or trainees in the field of interpreting and translation.
- Work with and engage local communities.

Innovation and Culture Change

- Attend and actively participate in staff meetings, providing valuable feedback and contributing to problem-solving efforts on relevant issues.
- Promote a culture of risk and safety-first awareness.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Current NAATI certification(s)
- Current Victorian driver's license

Experience:

- Proven experience as an interpreter, preferably in a healthcare or hospital setting.
- Familiarity with the medical language services profession.
- Skilled in Microsoft Office suite and telehealth systems.

Knowledge, Skills and Behaviours:

- Proficiency in both the source language and the target language.
- In-depth knowledge of medical terminology and procedures in both languages.
- Knowledge of interpreter services, language access regulations, and best practices in healthcare language support.
- Excellent communication skills, including active listening, clarity of speech, and the ability to convey complex medical information accurately.

- Familiarity with healthcare settings, protocols, and procedures, ensuring adherence to patient confidentiality and privacy regulations.
- Cultural competence and sensitivity to diverse patient populations, understanding their unique healthcare beliefs, practices, and preferences.
- Ability to work well under pressure and in emotionally challenging situations, maintaining professionalism and composure.
- Excellent organisational and time management skills with the ability to prioritise multiple requests and assignments.
- Strong communication and interpersonal skills to effectively collaborate with healthcare providers, Booking Officers, and other stakeholders.
- Ability to work in a fast-paced environment and adapt to changing demands.
- The ability to forge strong, professional relationships with stakeholders from diverse backgrounds.
- Excellent computer literacy.
- Data and records management.

TALS is committed to building a culturally diverse staff to represent the populations we serve. People of colour, women, immigrants, people with disabilities and members of the LGBTQIA+ community are strongly encouraged to apply.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: