



## JOB DESCRIPTION

---

|                            |                                   |
|----------------------------|-----------------------------------|
| <b>Position:</b>           | Manager, Interpreting Services    |
| <b>Business:</b>           | Deaf Can:Do                       |
| <b>Department/Program:</b> | Interpreting                      |
| <b>Responsible to:</b>     | General Manager, Support Services |

### Position Objectives:

Reporting to the General Manager, the Interpreting Services Team Leader is a hands on, operational role, responsible for delivering interpreting services as well as leading, coaching and developing staff. The Team Leader takes ownership of the entire end-to-end client experience whilst providing advice and guidance to staff, ensuring the continuous improvement of the team.

### Special Requirements:

Essential:

- Must be prepared to work flexibly across services should the need arise;
- Must be willing to work out of hours including on call, evenings and weekends as required;
- Current South Australian Drivers Licence required;
- Access to own vehicle with appropriate insurance when Can:Do Group vehicles are not available;
- Must hold or be prepared to undertake a DCSI Working with Children screening clearance;
- Must be prepared to undertake any compulsory training; and
- Must have a strong knowledge of the interpreting industry and the South Australian Deaf community.

### Responsibilities and Duties:

#### 1. Organisational Development:

- 1.1. Support the General Manager in the delivery of the Deaf Can:Do business plan;
- 1.2. Promote and implement the organisations vision, mission and strategic plan;
- 1.3. Implement organisational policies, procedures and work practices;

- 1.4. Support organisational change management and drive positive outcomes;
- 1.5. Participate in the development, implementation, evaluation and improvement of organizational services; and
- 1.6. Ensure the maximization of opportunities, integration and cross-unit collaboration within Can:Do Group.

## **2. Service delivery:**

- 2.1. Lead the delivery of high quality and timely interpreting services for all clients and customers;
- 2.2. Develop and maintain a client and customer focused culture, ensuring responsiveness to client needs;
- 2.3. Provide Auslan/English interpreting as required and if appropriately qualified;
- 2.4. Evaluate the needs of clients and customers, and make recommendations for new methods or improvements to existing methods;
- 2.5. Ensure clients and customers are matched to the service required and follow up to make sure the appropriate services were provided.
- 2.6. Develop and maintain systems to review effectiveness of services and work practices, whilst ensuring continuous improvement;
- 2.7. Implement systems and standards that ensure funding approval requirements are met;
- 2.8. Uphold Australian Sign Language Interpreters' Association's (ASLIA) professional code of ethical conduct and other relevant interpreting policies;
- 2.9. Develop and maintain sound networks with community groups, particularly in relation to any new and emerging communities and the changing needs of the Deaf and hard of hearing communities;
- 2.10. Ensure cohesiveness and integration of Interpreting Services within the Group;
- 2.11. Manage complaints efficiently and effectively, enabling them to be resolved satisfactorily; and
- 2.12. Ensure maintenance of professional standards and service performances.

## **3. Leadership:**

- 3.1. Provide leadership, supervision and performance management of the Interpreting Team;
- 3.2. Promote a motivated and positive team oriented learning environment;
- 3.3. Act as an escalation point for complex matters and complaints where required;
- 3.4. Ensure appropriate training, supervision and professional development of staff and measure productivity and performance against KPIs;
- 3.5. Communicate and consult with staff through organizational/departmental change;
- 3.6. Manage and grow the current pool of interpreters working for Deaf Can:Do, including developing training pathways;
- 3.7. Coordinate recruitment of staff in collaboration with HR and lead the induction and orientation of new staff; and

3.8. Manage the productivity and performance of the interpreting services.

**1. Financial Management and Reporting:**

- 1.1. create and adhere to annual budgets;
- 1.2. Provide monthly reporting against agreed business drivers and performance against budgets; and
- 1.3. Deliver appropriate ad-hoc reports as requested by the General Manager.

**2. Promotion and representation of Deaf Can:Do**

- 2.1. Develop and maintain effective relationships with external stakeholders and strategic partners;
- 2.2. Represent Deaf Can:Do in relevant external meetings and events; and
- 2.3. Support the organisation's commitment to tertiary student education.

**3. Quality Management & Projects**

- 3.1. Operate in accordance with Deaf Can:Do's quality assurance framework;
- 3.2. Engage with the Groups Project Officer and support the development of new projects;
- 3.3. Ensure adherence to organisational policies, procedures and work practices.

**4. Work as an integral staff member of Deaf Can:Do**

- 4.1. Promote a positive reputation for Deaf Can:Do;
- 4.2. Contribute to the promotion of services to consumers and other agencies;
- 4.3. Complete reports and data on all services and be accountable at all times for work practices, ensuring effective records management;
- 4.4. Attend and participate in all required meetings;
- 4.5. Work in collaboration with other services and services of Deaf Can:Do and consumers;
- 4.6. Provide a link for consumers to other services provided by Deaf Can:Do;
- 4.7. Seek training and development opportunities; and
- 4.8. Share information and knowledge with other staff.

**5. Comply with statutory and organisational requirements with regards to WHS and relevant disability legislation/s**

- 5.1. Observe all Work, Health, and Safety (WHS) policies, follow directions and report all WHS matters to the relevant personnel;
- 5.2. Take reasonable care to: protect one's own health and safety at work, avoid adversely affecting the health or safety of any other staff members or individuals through any act or omission at work;
- 5.3. Exercise a "duty of care" in providing services to individuals; and
- 5.4. Support a non-smoking working environment

## 6. Support and uphold the Purpose of the Can:Do Group

## 7. Carry out other duties as negotiated with the General Manager

### Relationships:

1. Interpreting services staff including Staff Interpreters and casuals
2. Other services within Can:Do Group
3. Key stakeholders
4. Deaf community

## PERSONAL SPECIFICATIONS

---

### Academic &/or Trades Qualifications:

#### Essential:

- Qualification in business management or appropriate skills, knowledge and experience in similar field.

#### Desirable:

- Diploma of Interpreting (Auslan/English) or above;
- NAATI certification at Certified Interpreter level at the minimum.

### Work Experience & Skills:

#### Essential:

- Experience in the management of services for the Deaf and hard of hearing people;
- Demonstrated leadership skills and the ability to develop team cohesion;
- Proven organisational and management skills;
- Ability to develop and maintain strong relationships with clients, staff and external stakeholders;
- Evidence of ongoing professional development by keeping abreast of current literature and research in the area of interpreting;
- Knowledge of the National Disability Insurance Scheme;
- Competent financial management skills;
- Proficient in the supervision and management of staff;
- Experience in liaising with other professionals, community and disability organisations; and;
- Ability to liaise and network with colleagues, contractors, government and funding bodies.

#### Desirable:

- Experience in the provision of services for the Deaf and hard of hearing people;
- Knowledge of the National and State Disability Services Act, Disability Discrimination Act, and any other relevant legislation and its implication for service provision.

## Personal Qualities:

1. Encourage and sustain a cooperative work environment:
    - 1.1. Competent leader who can inspire and motivate others;
    - 1.2. Self-directed and able to work under pressure;
    - 1.3. Able to lead *and* work as part of the team;
    - 1.4. Demonstrated flexibility and creativity; and
    - 1.5. Drive to develop, foster and model productive working relationships with other Can:Do Group staff and services.
  2. Contribute positively to organisational management, and support operations towards the achievement of organisational goals.
    - 2.1. Passionate about working in collaboration with individuals and families;
    - 2.2. Committed to working cooperatively with other human service and disability agencies;
    - 2.3. Question, challenge and improve current practice and organisational functioning.
  3. Support and work with people with diverse backgrounds, value systems, cultural differences and special needs.
  4. Utilise high levels of report writing skills, oral communication, negotiation and conflict management skills.
  5. Ability to work within the Microsoft Windows environment.
-