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| **POSITION DESCRIPTION** | logo300 |

Reviewed January 2019

This Position Description is a guide and will vary from time to time and

between services and/or units to meet changing service needs

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| The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies. |
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| Organisational VisionThe CDHB’s vision is to improve the health and well-being of the people living in Canterbury.Organisational Values* Care & respect for others
* Integrity in all we do
* Responsibility for outcomes
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| **POSITION TITLE:** | Coordinator Interpreter Service |
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| **REPORTS TO (Title):** | Customer Services Manager, Medical and Surgical Services |
| **WORKS ALONGSIDE (Title):**  | Interpreter Services Facilitator  |
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| **PRINCIPAL OBJECTIVES:**1. To provide leadership, management, and coordination for the provision of an efficient, effective, patient focused Interpreter Service for Canterbury DHB Hospitals and Services. *(Provides advice only for Ashburton Hospital)*
2. To provide high quality professional front desk reception service for the Interpreter Service and Customer Services Office.
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| **FUNCTIONAL RELATIONSHIPS:** |
| **INTERNALLY:** |
|  | * Interpreter Services Facilitator
* All staff of Christchurch Hospitals and associated Canterbury District Health Board staff.
* Contracted Interpreters
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| **EXTERNALLY:** |
|  | * Patients and their families, other customers of CDHB Services, and external agencies as necessary.
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| **1. The Coordinator Interpreters Service will provide leadership and operational management for the Interpreter Service at Christchurch, Christchurch Women’s Hospital, Burwood Hospitals, Older Persons Health, Mental Health Services, and Community and Public Health.** |
| **Task** | **The Service Coordinator facilitates the access to and operational management of the Interpreters Service for CDHB services and patients.** |
| Expected Result | * Administrative requirements related to the daily functioning of the Interpreter Service are met in a timely and efficient manner for both acute and outpatient clinic demands.
* Receive, register action and co-ordinate requests relating to the Interpreters Service.
* The interpreter database and interpreter availability lists are kept up to date.
* Monthly payment processes are actioned for payment and available in a timely way for financial accounting and auditing.
* Manages the Interpreter’s schedules ensuring a smooth flow of operations and a fair distribution of the workload.
* Supervision is provided for all interpreting staff with feedback systems in place to ensure professional standards are achieved and maintained.
* Coordinates workforce requirements for the selection, recruitment, orientation and health and safety requirements of the Service.
* Prepares trend reports and analysis on the usage of interpreter services.
* Monitors demand on multicultural interpreter services and identifies where more interpreters or resources maybe required.
* Recruits trained (preferred) interpreters to meet the demands of the service.
* Develops and facilitates regular in-service educational sessions for Interpreters (no less than twice a year). Keeps interpreters informed of issues, information relevant to their roles.
* Meets regularly with the Customer Services Manager for support and advice,
* including elevates any interpreter personnel issues to the Customer Services Manager. Keeps Customer Service Manager informed of potential changing trends and any identified risks for the Interpreter Service.
* Along with the Interpreter Services Facilitator identifies opportunities for improvement including by evaluating operating practices and implementing change as necessary.
* Source resource material to help facilitate patient care for non English speaking patients; and facilitate the development and maintenance of written support packages.
* Promotes the efficient and effective use of the service across the CDHB.
* In conjunction with the Customer Services Manager represents the office and participates with ethnic community forums
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| 1. **To provide high quality front desk reception services for the Customer Services Office.**

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| **Task** | **The Coordinator Interpreters Services is responsible for the reception duties in the Customer Services.**  |
| Expected Result | * All staff and visitors are greeted warmly and assistance offered or referred to another member of the team.
* Telephones enquiries are dealt with in a pleasant and customer focused manner.
* Accurate telephone messages are taken and passed on to the relevant person.
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| **3. The Coordinator Interpreter Services will undertake other duties as reasonably directed by the Customer Services Manager from time to time.** |
| **Task** | **Undertake other duties as reasonably by the Customer Services Manager from time to time.** |
| Expected Result | * Undertaking of duties relevant to the expertise and within the boundaries of the position.
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| **HEALTH & SAFETY:*** Ensure own health and safety and that of others by observing and taking an active role in all Canterbury DHB safe work procedures and instructions. This includes but is not limited to: making unsafe work situations safe, reporting immediately any hazards or potential hazards, and taking an active role in the Canterbury DHB’s rehabilitation plan, to ensure an early and durable return to work.
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| **QUALITY:*** Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement, and being familiar with and applying the appropriate organisational and divisional policies and procedures.
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| **QUALIFICATIONS & EXPERIENCE:****Essential*** Experiencing in providing excellent customer services.
* Excellent written and oral communication skills.
* Proven time management skills especially managing appointments - planning and scheduling.
* Proven experience with the use of electronic systems.
* Demonstrated commitment to systems improvement
* Ability to meet deadlines.
* Ability to work unsupervised.
* Ability to cooperate and contribute positively as part of a team.
* Desire and motivation to provide high quality service to both internal and external customers.
* Self-motivated and an ability to contribute to and accommodate change.
* Confidence and awareness in dealing with people of differing cultural backgrounds

**Desirable*** Previous experience in the health sector
* Previous experience with providing wellbeing support for staff

**Personal Attributes** * Natural service ethos
* Ability to respond to changes in priority and deal with the unexpected.
* Displays self-knowledge and self-awareness
* Actively seeks feedback
* Fosters a positive culture
* Communicates effectively with people at all levels, demonstrating openness and honesty
* Ability to solve problems … autonomously
* Ability to negotiate
* Adaptable to fast changing relationships
* Builds and nurtures relationships
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The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.