

JOB DESCRIPTION

Job Title:	Sessional British Sign Language / English Interpreter
Service:	GRIP NHS Language Service
Directorate:	Children and Specialist Services
Work base:	Soho Centre for Health and Care, 1 Frith Street, London W1D 3HZ
Work place:	As and where required
Hours of work:	As and when required
Grade:	A or B as appointed according to criteria
Pay scale:	Rates according to appointed grade
Responsible to:	Interpreting Development Lead
Accountable to:	Head of GRIP Services

Job Purpose:

- Provide interpreting between British Sign Language and English.
- Accurately communicate information between languages, using cultural mediation when appropriate.
- Deliver the service in a wide range of settings and domains.
- Internally, work closely with the Interpreting Development Lead, the Online Operations Lead, Online Operations Officers and others within the GRIP services.
- Externally, work closely with health and social care providers, their staff and patients/clients.

Main duties and responsibilities

The post holder is expected to provide his/her services according to the following dimensions:

Communication

1. Interpret between British Sign Language and English professionally and impartially, treat providers and patients/clients involved with respect, checking that both parties' communication needs have been met by the end of each session.
2. Interpret between British Sign Language and English accurately, correctly and whilst monitoring understanding, assess their language needs and modulate service delivery.
3. Carry out interpreting work in compliance with the Council for the Advancement of Communication with Deaf People (CADCP) Code of Ethics where appropriate and consistent with conditions and requirements of the services.
4. Ensure smooth communication flow between providers and patients/clients, including making appropriate seating arrangements.
5. Undertake preparation to become familiar with a given setting or topic.
6. Obtain appropriate information from patient and/or provider regarding the nature, intent and content of the session.
7. Brief providers and/or patients on the role, ethics and function of the Interpreter, as required.
8. Intervene appropriately to assist communication or to correct an error or misunderstanding, and culturally mediate to resolve communication difficulties.
9. Assist GRIP in liaising with appropriate community groups and contracted customers of the Trust so as to increase their awareness of the services, and provide assistance at "access to service" events (for example exhibitions and health education sessions).

Quality

1. Maintain the quality of own work and ascertain competence for the needs of the session by engaging with providers and patient/clients.
2. Inform providers immediately when not feeling competent for any reason to interpret, and notify the GRIP office accordingly.
3. If agreed by the provider, provide accurate information to the patient/client about the health system, accessing services, opening times, etc.
4. Assist providers in planning follow up appointments, ringing patients (Minicom/text messages) to arrange or remind them of appointments or to bring anything, ensuring that the GRIP administrative procedures are followed correctly.
5. Comply fully with all booking needs such as arriving at least 15 minutes in advance of the appointment, on the right date and at the right place to provide professional services as required by the booking.
6. Represent GRIP in a professional manner at all times, including dressing in appropriate attire and wearing GRIP NHS identification badges whenever carrying out working duties.
7. Ensure that all work is carried out in accordance with GRIP's standards for service delivery as stated in the Interpreters' Operations and Administrative Policy, the Interpreters' Professional Code of Ethics and Practice, the Trust policies and all other relevant legislation.
8. Notify the operations officers immediately whenever an emergency or difficulty arises that would prevent the booking being fulfilled as requested.
9. Collaborate with other team members in a professional and friendly way.
10. Constantly monitor, maintain and improve the quality of interpretation.
11. Maintain records of assignments in working diary provided, and complete a timesheet for each assignment.

Information and Knowledge – Information Processing

1. Work closely and communicate with GRIP Operations Officers at all times regarding daily work plan, taking full and accurate details of all accepted bookings and manage the working diary effectively.
2. Ensure that, when accepting the booking, he/she has the necessary information to be able to make an immediate judgment on his/her ability to complete the work competently.
3. Input all accepted bookings details in their diary and timesheets, checking their own note taking for accuracy.
4. Keep the diary up to date regarding future availability and inform the GRIP Office well in advance of any dates and periods of unavailability (e.g. on the occasion of religious festivals) in order to ensure a fast and efficient allocation of bookings.
5. Ensure that all the necessary paperwork, especially the timesheet, is completed correctly and submitted to the GRIP office within the specified deadlines, according to the standards and requirements outlined in the Interpreters' Operations and Administrative Policy.
6. Ensure that all booking details are recorded in accordance with the standards and procedures laid out in the GRIP Interpreters Handbook, Professional Code of Ethics and Practice, and any notifications sent by GRIP in writing.

Service Improvement

1. Notify the Interpreting Development Lead immediately of any difficulties encountered, or any failure in service delivery immediately.
2. Relate experiences and exchange information that might help others do their job better and/or improve the service, and provide support to colleagues.
3. Whilst maintaining confidentiality, relate experiences and exchange information with other staff/providers to improve service delivery.
4. Attend management meetings as and when required and in accordance with management requests.

5. Participate in service evaluation.
6. Use the interpreter concern notification form to share any feedback, concerns or complaints about any aspect of the interpreting session with the Interpreting Development Lead in accordance with GRIP's standard procedures.
7. Make constructive suggestions to the Interpreting Development Lead as to how services can be improved for the benefits of health and social care providers and patients/clients.

Equality and Diversity

1. Act in accordance with our policies supporting equality and valuing diversity.
2. Contribute to the success of the appointment by acting sensitively and tactfully when applying knowledge and experience of cultural differences in the communication between patients and providers.
3. Communicate confidently, correctly and in a non-judgmental way with health care providers, non-clinical staff and patients/clients, regardless of ethnic origin, disability, age, gender, sexual orientation, faith, social or cultural background.

Personal and People Development

1. To undertake appropriate training where necessary. (Including career progression to become a qualified MRSLI.)
2. Liaise with the Interpreting Development Lead to identify own learning needs in order to contribute to own personal development.
3. Actively participate in the regular performance reviews implemented by GRIP.
4. To be available for supervision, performance management and implement guidance and advice as necessary.

The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change and this will be notified accordingly.

ADDITIONAL REQUIREMENTS

Principles of Conduct in the NHS

NHS staff and those working in this Trust are expected to:

- Ensure that the interests of patients remain paramount at all times
- Be honest and impartial in the conduct of their official business
- Use the public funds entrusted to them to the best advantage of the service, ensuring value for money
- Not abuse their official position for personal gain or to benefit their family or friends
- Not to seek advantage or further private business or other interests in the course of their official duties.

It is an offence under the Prevention of Corruption Acts 1906 and 1916 for a staff member corruptly to accept any inducement or reward for doing or refraining from doing anything, in his or her official capacity, or corruptly show favour or disfavour in the handling of contracts.

Professional Standards

All staff must comply with the Central London Community Healthcare (CLCH) NHS Trust Staff Code of Conduct. Senior Managers must also comply with the NHS Code of Conduct for Managers, based on the Nolan principles of public accountability. All staff employed in recognised professions are required to ensure they work to the professional standards and/or Codes of Practice set out for their professional group.

Equal Opportunities and Dignity at Work

It is the aim of CLCH NHS Trust to ensure that no job applicant or staff receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual

preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end CLCH NHS Trust has an Equal Opportunities Policy and it is for each member of staff to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

Safeguarding

CLCH NHS Trust is committed to safeguarding and protecting children and vulnerable adults. All health staff have responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to staff with both direct and indirect contact with children and families.

Staff who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All staff must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

Confidentiality and Data Protection

Staff will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Staff are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with, and adhere to CLCH's NHS Trust Records Management Policy. Staff should be aware that patients' records throughout CLCH NHS Trust will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with CLCH NHS Trust Policy.

Health and Safety

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and CLCH NHS Trust Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by CLCH NHS Trust to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are

responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within CLCH NHS Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Infection Control

All staff are required to follow CLCH NHS Trust infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

No Smoking Policy

There is a no smoking policy in operation in CLCH NHS Trust. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

Financial Regulations

All staff are responsible for the security of Trust property. They are expected to avoid the loss or damage of property, and to use resources economically and efficiently. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions and other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Declaration of Interests

If any person working in the Trust has a controlling and/or significant financial interest in a business (including a nursing home, private company, public sector organisation, other NHS employer and/or voluntary organisation), or in any other activity or pursuit which may compete for an NHS contract to supply either goods or services to the employing authority, he/she must declare it.

Any interests should be declared to the manager of the department, either on starting employment or on acquisition of the interest. The interest must not be promoted to the detriment of either patients or the Trust.

GRIP NHS Language Services Jan 2011

PERSON SPECIFICATION

Sessional British Sign Language / English Interpreter

Factors <i>Essential / Desirable</i>	Criteria	Assessment*
Education/Qualification		
Essential	<p>Entry levels for:</p> <p>Grade A: Signature Level 6 NVQ Diploma in Sign Language Interpreting and Signature Level 6 NVQ Certificate in BSL, or equivalent.</p> <p>Grade B: Signature Level 3 NVQ Certificate in BSL or equivalent and be undertaking or have successfully completed a recognised Interpreter Training Programme or work through an Individual Interpreter Development Programme with an approved assessment centre towards achieving Level 6 NVQ Certificate in BSL, or equivalent.</p>	For both grades: AF/IV/T/C
Desirable	NRCPD registration (Member of the Register of Sign Language Interpreters, Trainee Interpreter or Junior Trainee Interpreter)	AF/C
Experience		
Essential	Experience of providing BSL/English interpreting services preferably in public sector settings in a customer/service-focused environment.	AF
Desirable	N/A	
Skills and Knowledge		
Essential	<p>Knowledge</p> <ol style="list-style-type: none"> 1. Understand Deaf Culture and local communities. 2. Principles and importance of confidentiality. 3. Health and social care services structures and provision. 4. Issues affecting people with hearing impairments to access health and social services. 5. Equality and Diversity legislation and practice. <p>Communication Skills</p> <ol style="list-style-type: none"> 1. Able to recognise people's beliefs, preferences and choices regardless of ethnic origin, disability, age, gender, sexual orientation, faith, social or cultural background. 2. Able to use professional methods and reporting procedures to deal with conflict arising from difficult situations (e.g. racism, stereotyping, and complaints). <p>Quality</p> <ol style="list-style-type: none"> 1. Reliable, punctual and flexible. 2. Able to work harmoniously with others in pressurised environments, as well as to work with limited supervision 	AF/IV/T (for all)

	<p>3. Able to evaluate, accept and refer responsibilities working within the limits of role and own competence levels when providing services.</p> <p>4. Able to take responsibility for own behaviour and its effect on others.</p> <p>5. Able to manage, prioritise and organise own workload according as required.</p> <p>Information and Knowledge – Information Processing</p> <p>1. Able to take and keep accurate bookings and timesheets, follow instructions, guidelines and procedures.</p> <p>2. Able to work to tight deadlines and to submit timesheets timely</p> <p>3. Computer literate, familiar with Microsoft Office applications or equivalent.</p>	
Desirable	N/A	
Other		
Essential	<p>1. Able to work out of hours, weekends or bank holidays if required.</p> <p>2. Able to travel within Greater London using public or own transport.</p>	AF/IV (for all)
Desirable	N/A	
<p>* Assessment will take place with reference to the following AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate</p>		