



**The Royal
Melbourne
Hospital**

Advancing health for everyone, every day.

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

Interpreter Booking Clerk

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

Advancing health for everyone, every day.

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability

Position Description

Position Title:	Interpreter Booking Clerk
Service:	The Royal Melbourne Hospital Allied Health
Location:	The Royal Melbourne Hospital – City and Royal Park Campuses
Reports To:	Manager, Language Services, Spiritual and Cultural Diversity
Enterprise Agreement:	3. Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS2
Employment Status:	Casual
Immunisation Risk Category:	Category B
Date of Review:	December 2025

POSITION SUMMARY

The role sits within the Language Services team at RMH who provides highly professional NAATI certified interpreters to facilitate the communication between health professionals and their patients via Face-Face, Video or Telephone Interpreting. We have an in-house team of 18 interpreters who speak Arabic, Chinese (Cantonese & Mandarin), Greek, Italian, Turkish and Vietnamese. Additionally, our service provides advice on translations, and patient information.

The Interpreter booking clerk is an important conduit between health professionals, interpreters, agencies, patients, their friends and family. The aim of this role is to coordinate the centralised Interpreter Bookings ensuring that:

- Requests for interpreters are promptly, timely and courteously processed, demonstrating fiscal responsibility and sourcing the most appropriately qualified interpreter and service type eg Telephone, Video Phone or Onsite.
- High level of customer service is maintained by encouraging feedback, recording and processing complaints in a professional manner.
- Translation enquiries are promptly addressed and recorded
- Contribute to the ongoing refinement of the Interpreter Booking System to increase efficiency and effectiveness.
- Assist the in-house and agency interpreters by coordinating & negotiating interpreter appointments, providing interpreters with directions, and facilitate departmental communications.

- ## KEY ACCOUNTABILITIES

- ## KEY RELATIONSHIPS

External

- ## KEY SELECTION CRITERIA

- Certificate/Diploma in Administrative, Health, Interpreter related field, or equivalent

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- National Police Check and Working With Children Check
- Experience working in an administrative role within a tertiary hospital setting

- Desirable:

- Working knowledge of Epic & iPM
- Certified NAATI Interpreter / Translator

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Completion of daily statistics within 1 week

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay respect to the Traditional Owners of the lands on which we work, and we stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are dedicated to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Date _____