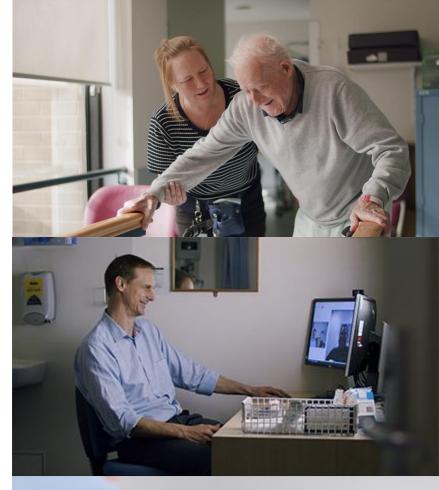
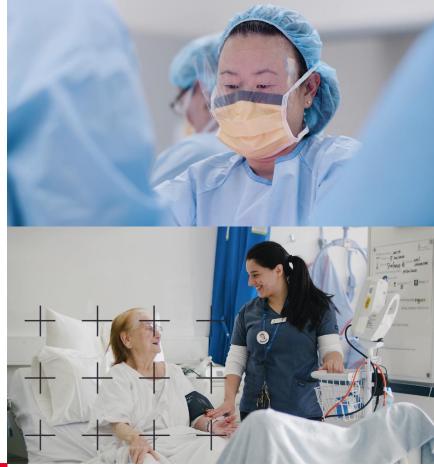


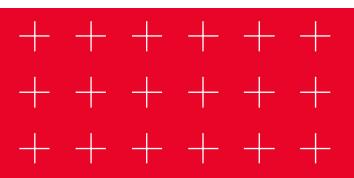
# Advancing health for everyone, every day.

Could this be you?

Join the Royal Melbourne Hospital team







Position Description
Interpreter Booking Clerk





### THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

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.

### **OUR VISION**

# Advancing health for everyone, every day.

### THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it the Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

## People First



Lead with Kindness



Excellence Together



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

### **OUR PRIORITIES**

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

- 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.





- Collect and report on required data on a daily, weekly and monthly basis.
- Assist the Interpreter Service Coordinator where necessary.
- Provide patients and staff with service-related information.

### **KEY ACCOUNTABILITIES**

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- · Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.

- Participate in regular supervision with the Interpreter Service Coordinator, participate in annual discussion and demonstrate a response to feedback on performance with documented learning objectives.
- Participate in the collection and timely completion of service statistics.
- Demonstrate a sensitivity to and awareness of ethical and cultural issues in practice.
- Effectively manage and resolve conflict in a professional manner.
- Assist the Manager, Language Services, Spiritual and Cultural Diversity as required.

### **KEY RELATIONSHIPS**

### Internal

- In-house Language Services team
- · Telehealth team
- RMH Nursing, Medical, and Allied Health Staff
- Administrative in-patient and outpatient teams

### External

- · Patients, consumers, and their families
- · External interpreting agencies and interpreters
- · Parkville precinct hospital interpreter teams

### **KEY SELECTION CRITERIA**

### Formal Qualifications

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

### Essential:

- 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





- Excellent interpersonal and organisational skills
- Experience in working within a culturally diverse health workforce or equivalent
- · High level of communication skills
- · Ability to work under pressure, collaboratively
- · Ability to work independently and as part of a team
- Experience and proficiency in educating others about interpreter usage and issues related to cultural awareness
- Understanding of various Interpreting methods, Translating theory and its application to practice
- High level of computer skills (MS Office 365)
- · High level of attention to detail

### Desirable:

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

### **KEY PERFORMANCE INDICATORS**

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





### AT THE RMH WE:

- 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.

### **OUR COMMITMENT:**

### • 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.

### **ACCEPTANCE**

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.

Employee Signature		
Employee Name (please print)		
Date		