

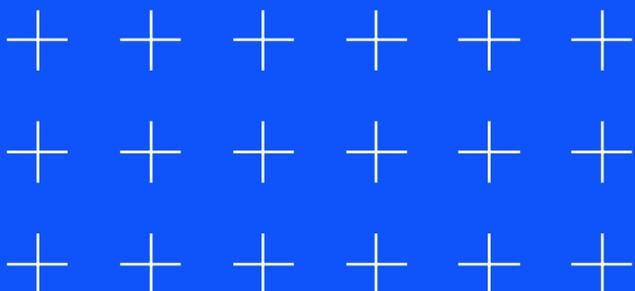
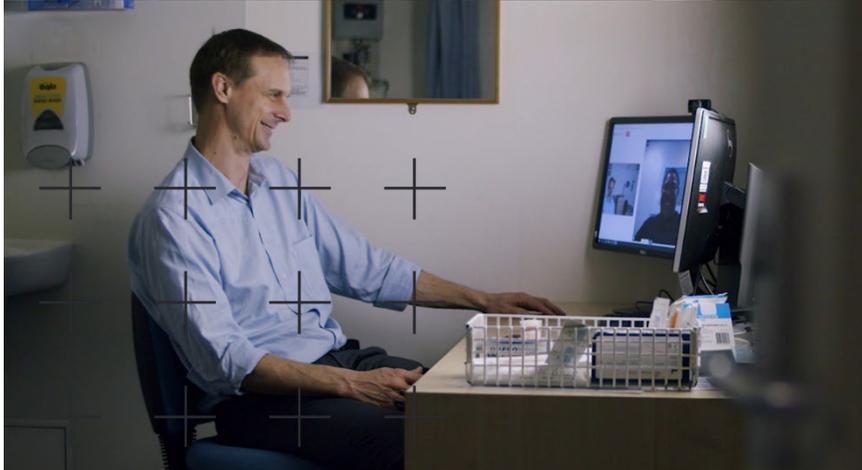


**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, everyday.

**Could this be you?**

**Join The Royal  
Melbourne  
Hospital Team**



**Position Description**

**Certified Interpreter**



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## 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.

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## OUR VISION

# Advancing health for everyone, every day.

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## 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



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.

### Lead with Kindness



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

### Excellence Together



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.

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## 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

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<b>Position Title:</b>	Certified Interpreter
<b>Service:</b>	The Royal Melbourne Hospital Allied Health
<b>Location:</b>	The Royal Melbourne Hospital – City and Royal Park Campuses
<b>Reports To:</b>	Manager, Language Services, Spiritual and Cultural Diversity
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
<b>Classification:</b>	HS2-HS3
<b>Employment Status:</b>	Fixed Term
<b>Immunisation Risk Category:</b>	Category B
<b>Date of Review:</b>	December 2025

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## POSITION SUMMARY

Certified Interpreters at the RMH provide face-to-face, video and telephone interpreting services as well as sight translations as required. Translation services are also provided by credentialed National Accreditation Authority for Translators & Interpreters (NAATI) practitioners.

This role ensures a safe and patient centred service is available for patients, consumers, and staff. Effective communication, competent linguistic skills, and active participation within a team environment are paramount to being successful in this role.

Interpreters may be requested to be involved in education sessions with staff, and service improvement projects.

The position is rotational across RMH sites and will work across inpatient, emergency and outpatient areas.

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## DEPARTMENT DESCRIPTION

Language Services at RMH 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.



All RMH Allied Health staff are required to abide by the public sector Code of Conduct as adopted by RMH. Interactions with staff, patients, relatives, and colleagues are guided by the organisation's values of People First, Lead with Kindness, and Excellence Together.

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## KEY ACCOUNTABILITIES

- Provide safe and quality person-centred care through competent medical interpreting and/or translating.
  - Take reasonable care for your safety and wellbeing and that of others.
  - Work in your scope of practice and seek help where required by escalating issues to your line manager.
  - Provide interpreter services which adhere to the AUSIT Code of Ethics, and RMH policy.
  - Assist the Interpreter Bookings Clerk with administrative duties as required.
  - Work collaboratively with RMH teams, especially relating to coordinating appointment dates and times.
  - Work in partnership with consumers, patients, and where applicable, carers and families.
  - Continue to learn through mandatory training and other learning activities.
  - Actively participate in team and individual meetings.
  - Contribute towards team professional development calendar and engage in learning process.
  - Assist Language Services to strengthen organisational cultural competency by contributing to improvement planning, quality improvement projects, and research opportunities.
  - Participate in the collection and timely completion of service statistics.
  - Seek feedback on your work including participation in annual performance discussion.
  - Mentor new interpreters in effectively managing workload and efficient completion of appointments as requested.
  - 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.
  - Maintain interpreting and translating NAATI certification, knowledge and skills in line with professional advances.
  - Speak up for safety, our values and wellbeing.
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## 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
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## KEY SELECTION CRITERIA

### Formal Qualifications:

- Must hold current NAATI Interpreter certification

### Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
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- National Police Check and Working With Children Check
  - Experience interpreting in a health care setting.
  - Demonstrated adherence to the AUSIT Code of Ethics.
  - Excellent verbal and written communication skills in English and target language/s.
  - Demonstrated ability to work independently and as part of a team.
  - Ability to work collaboratively in a high-pressure environment.
  - Understanding of interpreting methods, translation theory, and its application to practice.
  - Computer literacy.

Desirable:

- Current NAATI Translator certification (English to Source & Source to English).
- Additional NAATI language certification.
- Working knowledge of EMR.
- Experience in quality improvement projects and/or research.
- Experience educating others on the importance of working with interpreters.

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## 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
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#### 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, Equitable, 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 our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **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.

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#### 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.

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Employee Signature

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Employee Name (please print)

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Date

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