

## POSITION DESCRIPTION

<b>Position Title</b>	Language Support Worker		
<b>Team</b>	Diverse Care		
<b>Classification</b>	SCHADS level 2.1	<b>Employment Status</b>	Casual
<b>Position reports to</b>	Senior Coordinator – Social Enterprise		
<b>Location</b>	Onsite at SMRC and Offsite where required		
<b>Last revised on</b>	19/03/2021		

### A. Background of organisation

The Southern Migrant and Refugee Centre (SMRC) has a 25 - year history of delivering social support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

SMRC operates from the HQ in Dandenong and services offices in Narre Warren, Clyde North, Lynbrook and Pakenham. We employ 180 staff including 120 Direct Care workers and another 150 wonderful volunteers to assist with our programs.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people throughout the lifespan of a person from when they first arrive to Australia. Our workforce teams are divided into Health and Wellbeing, Social Participation, Economic Participation, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

### B. Role Purpose

Provide a quality language support service to SMRC, local organisations, municipalities, and businesses. The language support workers will provide bilingual / multilingual language support to all areas other than legal, medical and those which are highly specialised, such as Domestic Violence, which will require level 3 or 4 NAATI accredited interpreters and translators.

Language support workers assist in translating verbal communication in real-time (interpretation) or written text (translation) from one language to another. You must be fluent in both the source and target language, and capture both the technical and intended meaning, taking into account style, tone, slang and figurative communication.

The language support role will include informal interpreting, face to face, or via conference audio or video calls, and written translation of simple text, such as flyers.

### C. Key Responsibilities

- Provide quality language support service to SMRC, local organisations, municipalities, and businesses.
- Be skilled in informal interpretation by various means: face to face; conference audio and video calls
- Be skilled in simple translation, such as that needed to translate a flyer.
- As SMRC Language support workers you are required to represent SMRC, the business and yourself in a professional manner.

- Convey a cultural and professional tone during a session, taking careful note of and communicating implied meanings that may not translate directly.
- Strong attention to detail is key to ensuring shared understanding is achieved and the needs of the client/client group is met.
- Compliance with AUSIT's Code of Ethics for Interpreters and Translators. Complete an Induction prior to commencement, and meet SMRC Code of Conduct, including privacy and confidentiality, and managing the role as an informal interpreter. If a session progresses beyond the approved scope this should immediately be brought to the attention of the host, the session would either then comply or be terminated and a referral to a NAATI Accredited Interpreter suggested.

#### Knowledge and Skills

- Must have completed a Pre-Accredited Introduction to Interpreting Course or higher.
- Excellent Proficiency in the English language, both written and oral.
- Experience in language skills support, gained through training or real-life situations.
- Knowledge of AUSIT Code of Ethics
- Good interpersonal and communication skills.
- An understanding of and empathy with people from diverse cultural backgrounds
- A non-judgemental attitude
- Ability to work independently.
- Ability to and willingness to be available on call for casual sessions.
- Be punctual, have an ability to manage time well.
- Awareness of professional boundaries and the philosophy of empowerment.

#### I. Important Information

Applications should be addressed to: Liz Currie, Southern Migrant and Refugee Centre, 39 Clow Street, Dandenong 3175; [lizc@smrc.org.au](mailto:lizc@smrc.org.au)

Employees and volunteers from SMRC are required to demonstrate commitment to:

- SMRC Values & Behaviours- **Diversity** **Respect** **Empowerment** **Participation** **Resilience**
- SMRC Code Of Conduct
- Work Health and Safety Environment
- SMRC Policies and Procedures

Southern Migrant and Refugee Centre is committed to the Child Safe Standards.

This year, the Victorian Government introduced the Child Safe Standards, which are compulsory minimum standards for all organisations who come into contact with children, to ensure they are well prepared to protect children from abuse and neglect.

Please visit the SMRC website on [www.smrc.org.au](http://www.smrc.org.au) for further information

#### J. Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date