

Austin Health

Position Description



Position Title: Part-time Mandarin and/or Cantonese Interpreter/Translator

Classification:	NAATI Certified Mandarin and/or Cantonese Interpreter/Translator HS2 (Certified Provisional) or HS3 (Certified) Admin Officer
Department:	Language Services
Work location:	Austin Health [x] Heidelberg Repatriation [x] Royal Talbot [x]
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
Employment Type:	Part-time
Hours per week:	7.5 hours, Monday 8:30am-4:30pm
Reports to:	Manager of Language Services
Date:	11/07/2025

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Position Purpose

To provide accurate, high-quality interpreting (and translating, if certified by NAATI, as a Translator) for patients in keeping with Austin Health values and policies as directed at three campuses: Austin Hospital, Heidelberg Repatriation Hospital and Royal Talbot Hospital. Interpreters may be required to provide interpreting by one of the following methods: face to face, telephone or video.

About Language Services

The part-time Cantonese & Mandarin interpreter/translator position sits within the Language Services Department which reports to the Manager of Language Services. The Language Services Department has offices at both the Austin and Heidelberg Repatriation Hospital campuses. Where required for face-to-face interpreting, interpreters travel to appointments using the free shuttle bus, which is available between the Austin and Heidelberg Repatriation Hospital campuses.

Purpose and Accountabilities

Interpreters are required to:

- Adhere to the standards of the Language Services Department as outlined in the Austin Interpreter Guidelines and Protocols
- Ensure currency of practice through professional development and conducting self-education in certified language(s).
- Maintain and update professional skill set as stipulated by NAATI for re-certification purposes.
- Attend and contribute to regular Language Services' staff meetings
- Always adhere to the AUSIT Code of Ethics and maintain professional standards particularly regarding confidentiality, punctuality and accuracy.
- Interpret for patients and Austin Health staff in three-hour blocks, or for longer periods as required.
- When required, provide interpreting services while wearing appropriate PPE, including for patients with COVID-19, unless other risk factor that places them at higher risk of severe illness.
- Where requested, provide interpreting services at off-site locations, including home visits. (Transport or traveling expenses might be provided)
- Maintain accurate statistics of interpreting work undertaken on the (Interpreter Management System) IMS in a timely manner – training will be provided.
- Work collaboratively with Austin Health staff to ensure a timely and effective service.
- Promote ongoing education and learning to staff and patients regarding interpreting services.
- Refer all requests for interpreters, cancellations and changes to the Language Services Administration staff.
- Where requested, contact patients by phone to confirm appointments, ability to participate in Telehealth (video) appointments or to establish the cause of failure to attend appointments.
- Assist administration staff with incoming phone calls (time permitting)
- Assist administration staff with allocations of appointments (time permitting)
- Complete translations as required during booked session
- Report any problems/issues to admin staff or Manager of Language Services as required
- Other duties as directed.

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself

- Comply with the principals of patient centered care

- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

Selection Criteria

Essential Knowledge and skills:

- NAATI Certified Mandarin Interpreter Level. (Certified provisional interpreters with extensive medical experience may be considered)
- Extensive vocabulary in certified languages and knowledge of medical and health terminology
- Experience as a Certified Interpreter in a medical setting
- Knowledge of computer programs, including Microsoft Access, Excel, Word and Outlook
- Well-developed interpersonal, organisational and time management skills.
- Flexible attitude and approach to work, ability to prioritise tasks and identify and execute time efficiencies
- Ability to work cheerfully and collaboratively in a range of work environments and stressful situations
- Responsible and responsive attitude to difficult or challenging situations.

Location Requirement:

- Applicants must reside in Victoria, as the role requires the provision of face-to-face interpreting services across Austin Health sites.

Desirable but not essential:

- NAATI Certified Cantonese Interpreter (Certified provisional interpreters with extensive medical experience may be considered)
- NAATI Certified Chinese Translator
- Knowledge of other Chinese dialects

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	