

Position Description

Arabic Interpreter

Classification:	NAATI Certified Arabic Interpreter (HS2 Admin Officer if Certified Provisional Interpreter)
Business unit/department:	Language Services Department
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☒ (Home Visits, Offsite etc.)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Casual
Hours per shift:	Minimum 3 hours
Reports to:	Manager of Language Services
Direct reports:	Nil
Date:	July 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

To provide accurate, high-quality interpreting (and translating, if certified by NAATI, as a Translator) for consumers 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 the Department

The Language Services Department forms part of the Division of Allied Health. The Division of Allied Health comprises the following:

- **Allied Health** – Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition and Dietetics, Orthotics & Prosthetics, Clinical and Neuropsychology (Royal Talbot site) and Creative and Leisure Services
- **Disability Liaison Program**

- **Language Services**
- **Spiritual Care**
- **Tracheostomy Review and Management Service**

Language Services receives more than 40,000 interpreter requests per year in a broad range of languages (more than 112 different languages in FY 24/25). Interpreting services are delivered via 3 main methods: face to face, telephone and video interpreting.

Catering for such large numbers is achieved predominantly by employing in house, permanent and casual, NAATI certified interpreters. In addition, interpreters are engaged from external interpreting agencies. Language Services is also responsible for the provision of translations for the entire health service.

The Language Services Department has offices at both the Austin and Heidelberg Repatriation Hospital sites.

The Languages Services staffing profile includes:

1.0 EFT Manager

2.0 EFT Admin officers

10.61 EFT In house interpreters (14 staff), casual interpreters (12 staff)

The casual Arabic 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 staff shuttle bus, which is available between the Austin and Heidelberg Repatriation Hospital campuses.

Position responsibilities

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.
- Be flexible, as there may be last-minute changes to interpreter allocations. The role requires the ability to travel between the Austin and Repat campuses and assist with booking arrangements as directed
- 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.



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- 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.
- Undertake basic administrative tasks training
- 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 Arabic Interpreter level. (Certified provisional interpreters with extensive medical experience may be considered.)
- You must live in Victoria to provide face-to-face interpreting services.
- 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.

Desirable but not essential:

- NAATI Certified Arabic Translator
- Knowledge of other Arabic languages/dialects

Professional qualifications and registration requirements



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Current NAATI Certified or Certified Provisional Arabic Interpreter Level.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or



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Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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