



WOLLONGONG CITY COUNCIL INTERPRETER SERVICE

EXPRESSION of INTEREST

Wollongong City Council Interpreter Service provides onsite face-to-face interpreting for public, community and private sector agencies for casework, client assessment, community consultations, conferences, group information sessions, and public meetings. The Service also provides on-site language support for new and emerging languages, for which there may not be any local NAATI-qualified interpreters.

To apply, please complete the attached application form and email or post to:

Email: interpreters@wollongong.nsw.gov.au

Post: Wollongong City Council Interpreter Service
Locked Bag 8821,
Wollongong DC NSW 2500

Eligible candidates will be invited to attend a short interview.

If you have further questions please ring Council's Customer Service on (02) 4227 7111 and ask to be put through to the Interpreter Service.

For more information:

www.wollongong.nsw.gov.au/services/community/Pages/Interpreter-Service.aspx



JOB DESCRIPTION

PRINCIPAL DUTIES & RESPONSIBILITIES

1. **QUALIFIED INTERPRETER:** Provide face-to-face interpreting services in an accredited language on a casual basis.
 2. **LANGUAGE SUPPORT WORKER:** Provide face-to-face language support on a casual basis.
 3. Comply with Wollongong City Council (WCC) Code of Conduct and AUSIT Code of Ethics and Practices for Interpreters.
 4. Complete documentation, in accordance with policy and procedures.
 5. Attend relevant training as required.
 6. Maintain accurate records, including timesheets, as required.
 7. Support customers in a manner consistent with their cultural and linguistic needs and the duties outlined above.
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CRITERIA

Education and Training for qualified Interpreter Position

- Minimum NAATI Para-professional Level qualifications.
- To gain accreditation, a candidate must have:
- Graduated from a NAATI approved interpreting course at a university or other tertiary institution, or
- Passed a NAATI exam at the desired level, or
- Presented documentary evidence to NAATI of having gained qualifications interpreting at the appropriate level in another country.

Note: In a few languages where no testing is available at present, NAATI awards the title “Recognised” to practitioners who produce satisfactory evidence of recent practice in interpreting. Wollongong City Council will consider these individuals should demand for these languages exist.

Education and Training for Language Support Position

- Essential minimum standard of English qualification: English for Academic Purposes (EAP) or English for Further Study or university entrance qualifications such as IELTS or TOEFL
- NAATI Certificate of Recognition. (desirable)

Knowledge and Experience

- Knowledge of the cultural and linguistic needs of CALD and/or Deaf communities residing in the Illawarra region.
- Demonstrated knowledge of the AUSIT Code of Ethics for Interpreters and the AUSIT Code of Practice for Interpreters.
- Knowledge and understanding of NSW Principles of Multiculturalism
- Demonstrated experience in providing face-to-face interpreting or language support.

Ability and skills

- Ability to communicate with a broad range of customers
- Well developed interpersonal skills
- Ability to organise time and resources effectively
- Ability to collect and provide relevant data
- Ability to work with limited supervision within agreed objectives and delegations.
- Ability to apply confidentiality principles and practices