

Job Description

Registered/Trainee Sign Language Interpreter

PAYE

Job Title

Trainee/Registered Sign Language Interpreter

Hours of Work

Flexible - 3-5 days - 21 - 35 hours per week.

Location

Company based in Upminster, Essex, with work locations anywhere within reasonable travelling distance.

About Positive Signs

At Positive Signs, British Sign Language is our business. We are a Deaf-led company providing a customised range of services within a customer-driven environment.

Since 2004, we have been an established provider of communication services, supplying language service professionals such as BSL/English Interpreters and Communication Support Workers. We manage and provide ongoing delivery of support, utilising Disabled Students Allowance and Access to Work. We provide accredited British Sign Language courses, approved by the awarding body Signature, plus our own robust package of Deaf Awareness Training on-site / online and remotely.

Description

Purpose

- Interpret between British Sign Language and English professionally, accurately, correctly and whilst monitoring understanding, assessing language needs and modulating service delivery.
- Ensure smooth communication flow for clients.
- Undertake preparation to become familiar with a given setting or topic.
- Brief Deaf person and colleagues on the role, ethics and function of your role as and when required. Adhere to the role of the NRCPD Code of Ethics, when working as an Interpreter.
- To undertake video interpreting assignments when required
- Intervene appropriately to assist communication or to correct errors misunderstanding and culturally mediate to resolve communication difficulties.
- Work flexibly and responsively as required to meet Positive Signs business needs.
- Understand Deaf culture and local communities.
- Understand principles and importance of confidentiality.
- Be aware of issues affecting Deaf people's access to the employment sector.
- Comply with Equality / Diversity and GDPR legislation and practice.

Quality

- Maintain the quality of own work and ascertain competence for the needs of the assignment by engaging with all participants.
- Inform participants immediately when unsure or possibly incompetent to interpret, for any reason, and notify Positive Signs office accordingly.

Quality continued...

- Comply fully with all booking needs, such as arriving at least 15 minutes in advance of the appointment, on the right date and at the right place to provide professional services as required by the booking.
- Represent Positive Signs in a professional manner at all times, including dress in appropriate attire and being able to provide identification with NRCPD and Positive Sign badge whenever carrying out working duties.
- Maintain records of assignments in working diary provided and complete a timesheet for certain tasks.
- Attend relevant training events and Positive Signs related meetings as required and to maintain CPD

Main duties and responsibilities

The post holder is expected to:

- Communicate between British Sign Language and English professionally, accurately, correctly and whilst monitoring understanding language needs and modulating service delivery.
- Ensure there is a constant smooth communication flow for clients.
- Undertake preparation to become familiar with a given setting or topic.
- Brief Deaf person and colleagues on the role, ethics and function of your role as and when required.
- Intervene appropriately to assist communication or to correct errors misunderstanding and culturally mediate to resolve communication difficulties.
- Work flexibly and responsively as required to meet Positive Signs business needs.

Person Specification

Essential Skills and Knowledge

- Experience of providing BSL/English communication support in a customer/service-focused environment.
- Experience of supporting Deaf adults in the workplace.
- Understand Deaf culture and local communities.
- Understand principles and importance of confidentiality.
- Be aware of issues affecting Deaf people's access to the employment sector.
- Comply with Equality / Diversity and GDPR legislation and practice.

Communication Skills

- A good level of written and spoken English.
- Qualified NRCPD registered TSLI or RSLI.
- Able to recognise people's beliefs, preferences and choices regardless of ethnic origin, disability, age, gender, sexual choices, faith, social or cultural background.
- Able to use professional methods and reporting procedures to deal with conflict arising from difficult situations (e.g. racism, stereotyping, and complaints).

Personal Qualities

- Reliable, punctual and flexible.
- Sensitivity and understanding.
- Patience and the ability to remain calm in stressful situations.
- Team Player.
- Able to manage, prioritise and organise own workload as required.

Information and Knowledge – Information Processing

- Able to work to tight deadlines
- Computer literate, familiar with Microsoft Office applications or equivalent.
- Familiar with web-based access software including Zoom and FaceTime.

Salary

Salary will be dependant on qualification level.

This post attracts benefits and 25 days annual leave, or pro rata for part time.

Positive Signs Ethos

Positive Signs are proud of the fact that our core business is about enabling others to improve their equal opportunities practices. We adopt the same ethos in-house and are proud to be an equal opportunity / Disability Confident employer.

Declaration of Interests

If any person working for Positive Signs Ltd has a controlling and/or significant financial interest in a business including another Interpreting provider / supplier / colleague and must declare it, or notify the Director.

Any interests should be declared to the Director, either on starting employment or on acquisition of the interest.