



## Position Description - Schedule B

**Position:** NZSL - English Translator

**Reporting to:** Translation Team Leader

### Purpose of the position:

To enable access to information for the Deaf community through translating between English and New Zealand Sign Language.

### Key Internal Relationships:

NZSL Information and Resources Team; service delivery staff; business support staff,

### Key External Relationships:

The Deaf community; Deaf sector businesses & organisations; the general public; government officials; health promotion agencies; other partner agencies

Key Responsibilities	Expected Outcomes
<p><b>Preparation for Translation</b></p> <ul style="list-style-type: none"><li>• Prepare documents, and understand context, to be translated</li><li>• Discuss with the Team Leader any proposed translations which are outside of the translator's scope, capabilities or boundaries</li><li>• Escalate any matters of concern without delay to the Team Leader to ensure that any issues are dealt with without delay</li><li>• Works well under pressure and is able to manage own workload to ensure assigned work is completed on time.</li></ul>	<ul style="list-style-type: none"><li>• Information is provided at the right time, to the right level to all stakeholders</li><li>• Seeks guidance and support as required</li><li>• The service is delivered with a 'no surprises' approach</li><li>• Is available to meet the needs of the service and ensures that workload is prioritised</li></ul>



<p><b>Translation Delivery</b></p> <ul style="list-style-type: none"> <li>• Produce high quality translations</li> <li>• Be responsible for maintaining the integrity and standard of Deaf Aotearoa brands – this includes being aware of own personal appearance, behaviours, attitude and boundaries</li> </ul>	<ul style="list-style-type: none"> <li>• Translations are accurate and produced in a timely manner. Translations are provided at the right time, to the right level to the community and provides the information to Deaf people that they need</li> <li>• Translation service users and the wider Deaf community provide positive feedback on their experience of Deaf Aotearoa services. Translations are of high quality and consistent standard as appropriate to represent Deaf Aotearoa brands</li> </ul>
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Record all details of activities in the Deaf Aotearoa IT systems</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate records are kept in order with full details recorded of all work undertaken The service is able to be administered efficiently and effectively to maximise revenue for service delivery</li> </ul>
<p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• To promote the work and interests of Deaf Aotearoa to the Deaf community</li> <li>• To use non-translation time effectively to build knowledge and capability</li> <li>• Receive and consider feedback, compliments and complaints in line with the organisation’s policies to inform the quality improvement process</li> </ul>	<ul style="list-style-type: none"> <li>• Deaf people and the public have access to the full range of resources available through Deaf Aotearoa</li> <li>• Opportunities for development of translators are maximised and the capacity of the service is grown year on year</li> </ul>



<p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• To undertake regular supervision with the Team Leader and to take all work-related matters to supervision for discussion</li> <li>• Ensure that professional development opportunities are relevant and reflective of best practice by giving constructive feedback to the Team Leader</li> </ul>	<ul style="list-style-type: none"> <li>• There is a positive environment within which, work practices can be discussed and reviewed</li> <li>• Professional development is encouraged across the team and regular peer and/or professional support is provided</li> </ul>
<p><b>Professional Expectations</b></p> <ul style="list-style-type: none"> <li>• To be an effective team member</li> <li>• To perform to work standards and legal requirements in line with Deaf Aotearoa policies and guidelines</li> <li>• Raises any concerns directly with their line manager and is responsible for ensuring that issues are respectfully escalated to the right person for resolution at the earliest opportunity</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates a willingness and ability to work as a team</li> <li>• Works in a flexible manner</li> <li>• Provides support to colleagues</li> <li>• Demonstrates initiative – ability to think for self and offer ideas</li> <li>• Policies, procedures, relevant legislation, and standards of practice e.g. Privacy, Health and Safety are followed and complied with</li> <li>• Staff are accountable for their own actions and contribute to a positive workplace culture</li> </ul>
<p><b>Training – General &amp; Personal Development</b></p> <ul style="list-style-type: none"> <li>• Participates in meetings, training and in-service education</li> <li>• Assists in setting and evaluating goals and objectives for self, others and the wider team</li> </ul>	<ul style="list-style-type: none"> <li>• Attends and actively contributes to team meetings, training and in-service education</li> <li>• Has an annual performance appraisal</li> <li>• Provides feedback to Manager on co-worker/team performance for appraisal</li> <li>• Training is ongoing</li> </ul>



**Required Qualifications, Knowledge, Skills and Experience:**

- Understanding of the Translation process
- Deaf Studies Certificate, or working towards the Certificate or equivalent relevant qualification
- Expert knowledge of New Zealand Sign Language
- Strong communication skills
- Strong English literacy
- Extensive relationship building and management skills
- Experience in working in the Deaf community
- A high level of attention to detail
- Understanding of the need to be responsible for the health & safety of self and others
- Ongoing Commitment to Deaf Aotearoa's Vision and Purpose
- Ongoing Commitment to the Treaty of Waitangi Principles
- Experience/knowledge of the not for profit and/or disability sector/issues
- Experience/knowledge of Tikanga Māori
- Skilled in using a variety of IT systems and applications, proficient in using Microsoft Office

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**Staff Signature**

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**Date**