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#### **JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION | |
| Job Title: Resource Coordinator (Interpretation and Translation)  Responsible to: Interpretation and Translation Service Manager  Department(s): NHS Lothian Supplementary Staffing  Directorate: Corporate Nursing  Operating Division: Interpretation and Translation Service  Job Reference: 155561  No of Job Holders: 6  Last Update January 2017 | |
| 2. JOB PURPOSE | |
| The post holder will rotate around the full range of functions within the staff bank ITS office.  The role includes:   * providing information and advice to all customers, * supporting the recruitment & administration processes for bank interpreters and translators, * receiving requests for interpreting or translation services and notifying bookings to the requesters, * securing availability for work, * booking interpreters, allocating translation requests, * processing payment * producing reports in relation to service standards and ensure that all information systems are maintained correctly. | |
| **3. DIMENSIONS** | |
| **Activity:**  The service provides around 40,000 hours of interpreting and translation sessions delivered per annum to clinical services across the Lothian area, serving a population of approximately 800,000. | |
| 4. ORGANISATIONAL POSITION | |
| Deputy Nurse Director (Nursing Workforce & Business Support)  Qualified Language Interpreters / Translators  Interpretation and Translation Service Manager (ITSM)  Language Interpreters / Translators  Interpretation and Translation Service Business Support Manager  **Resource Coordinators – THIS POST – 6 posts** | |
| 5. ROLE OF DEPARTMENT | |
| Corporate Nursing is responsible for providing expert advice on nursing, midwifery and allied health professional and the impact of other clinical and non-clinical staff throughout NHS Lothian on safe and effective patient care. This is achieved through the safe and effective development and application of NHS Lothian's Nursing, Midwifery and Allied health Professional resources and engaging with external suppliers and organisations.  The department also manages, on behalf of the NHS Board, the Interpretation and Translation Service (ITS) for NHS Lothian.  Its role is to provide interpretation and translation services to clinical areas across NHS Lothian and other partner areas by recruiting staff, matching available staff to requests, processing payment, accessing training and providing regular communications with bank employees. The ITS is committed to providing equality of access to healthcare services for all. It is responsible for allocating and assigning Language Interpreters to provide an Interpreting service to patients / service users and NHSL’s Health Care professionals. The Interpreting service operates as part of the NHSL Staff Bank Service which is a Corporate service. Access to communication and language support services is also available via a telephone interpreting service provided by an external service provider and accessed through the Interpretation and Translation NHSL number. | |
| 6. KEY RESULT AREAS | |
| 1. **To liaise with NHS Lothian, primary care contractors and other public sector service users across Lothian in relation to interpreting requirements**, including    * Matching employed and bank interpreters to demands    * negotiating changes to staffing requirements    * ensuring authority for interpreting agency is appropriately secured 2. **To maintain computerised records of all staff bank activity**, including    * receive and accurately record demand & availability    * logging all communications with interpreters and translators 3. **To respond to a range of queries from bank workers and requesters, taking follow up actions where appropriate** including    * advising existing staff on basic HR issues e.g. change forms, mandatory training requirements, compassionate leave, sickness benefit    * recording and advising of cancellations by requesters handle suggestions, complaints and enquiries and refer on to others as appropriate. 4. **To extract and collate reports from the software system**, including    * provision of booked staff reports to the Interpretation and Translation Service Manager on a weekly or monthly basis    * running reports and manipulating data from bank software into excel / word format or collating paper based information for onward distribution 5. **To provide administrative support for the recruitment process** including    * advising recruits of process and status of application    * processing applications, organising interviews, ensuring receipt of references & completion of relevant forms and arranging attendance at induction for all recruits 6. **To provide general administrative support to the ITS service** including    * filing, faxing, emailing, typing, receiving and distributing mail 7. **To participate in audit on a regular and ongoing basis** including    * checking authorised signatories against master lists 8. **To determine the most appropriate use of interpreters and translators**    * assigning staff according to abilities and locations    * matching and booking bank interpreters into appropriate shifts    * allocating translation requests to appropriate translators 9. **Organise work to meet deadlines** including  process timesheets and generate payroll file to meet payroll deadlines reconciliation of agency invoices with database and onward file transfer directly to accounts payable  * + offer shifts to agency within agreed contractual timeframes   + keep requesters appraised of the status of short notice demand  1. **Maintain the safety and security of the office complex** | |
| 7a. EQUIPMENT AND MACHINERY | |
| Networked IT server & PC Headset telephone equipment  Office equipment including printer, photocopier, fax and franking machine  **Note**: New systems may be introduced as the organisation and technology develops, however training will be provided. | |
| **7b. SYSTEMS** | |
| Office filing systems for timesheets, staff files and recruitment files etc  Electronic data storage for all interpreters functions (staff availability, requests, bookings, pays, communications)  E mail  Standard MS Office packages  BankStaff system  Allocate – HealthRoster  DATIX | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| Workload is generated by NHS Lothian making requests for interpreters  Frequent reprioritisation of work due to conflicting demands can arise on a daily basis and the postholder must adopt a flexible approach to workload  Agreed performance measures are monitored monthly e.g. bank fill rate, use of “off contract agency” and recruitment throughput  Performance appraisal and personal development planning will be conducted by the Interpretation and Translation Service Manager on an annual basis | |
| **9. DECISIONS AND JUDGEMENTS** | |
| The postholder uses own initiative to determine priorities within the workload on a day to day basis.  The Resource Coordinator uses own judgement to determine when to consult the manager for more complex enquiries, non-routine work or specialist guidance as required e.g. if requesters want to discuss training, raise an issue that took place in an interpreted setting or make a suggestion about the service. This may be by telephone on some occasions.  The postholder is guided by ITS and staff bank protocols, making decisions within agreed parameters and boundaries e.g. need to refer to agency as bank resources exhausted or changing the usage location for a bank interpreter. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Balancing the competing and changing workload as each day progresses. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| Frequent communication with staff by telephone, fax and e mail negotiating changes to requests, relaying bookings information and generating reports on a monthly basis for the Interpretation and Translation Service Manager.  Frequent communications with interpreters requiring the use of negotiation and persuasive skills to encourage them to take on work  The post holder must recognise the need to employ tact and diplomacy when dealing with dissatisfied staff and external agencies  Frequent communications by telephone, fax and e mail with external agencies | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical:**  Advanced keyboard skills  In all communications with clinicians the post holder is required to operate “real time” data entry in which a high degree of speed and accuracy are essential owing to the detailed nature (multiple bookings for different wards / dates / languages) of the information being relayed.  Work is computer based therefore a restricted sitting position is necessary for long periods of time.  **Mental:**  Throughout the shift there is a requirement to be alert to the dynamic workload and continuously analyse the competing priorities. There is a requirement to work at a fast pace, whilst being alert to deadlines that can change as the day progresses. There is a need to perform a range of tasks, largely communication or data entry related whilst dealing with frequent interruptions from external sources that can add to or affect the workload and priorities in the short term.  **Emotional:**  There will be direct exposure to   * Requesters annoyed / angry / irritated by staffing situation * Bank interpreters upset by working conditions / situations encountered   **Environmental Conditions:**  Continuous use of VDU during shift. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| SCQF Level 7 in administration e.g. SVQ3 in an office/business related subject or equivalent experience in an administrative role  Proficient in the use of Outlook / group wise email software and Microsoft Word and Excel  Advanced keyboard skills  Experience adapting to new systems, procedures and policies  Organisational, numeracy, literacy and computer skills  Knowledge of NHS structures and organisations would be an advantage  Good communication skills both written and verbal | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |