

**JOB DESCRIPTION**

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| **1.JOB IDENTIFICATION** | Job Title | British Sign Language Interpreter  |
|   | Department(s)Location | Corporate Equalities Team BASE: Kings Cross Hospital, Dundee |
|   | Number of Job Holders | 6  |

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| **2.** **JOB PURPOSE** To provide comprehensive British Sign Language (BSL) interpretation to support and facilitate communication between Health and Social Care Professionals and Deaf patients and their families. The provision will be for scheduled appointments and unplanned appointments in and out of hours within NHS Tayside, Primary Care and HSCP. * BSL interpreters will exercise high levels of judgment and decision-making in the delivery of their duties.

 * The primary concern of BSL interpreters is to bring the highest standards of holistic care to patients and families through provision of Interpretation and translation services.

 * Providing a consultative service for healthcare professionals, educating, empowering and supporting professional colleagues, providing clinical leadership and contributing to service development and working collaboratively across healthcare boundaries.

 * The BSL Interpreters concentrates care on patients and families with highly complex needs and has continuing responsibility for a patient caseload. They also provide specialist advice to health and social care professionals, other agencies, carers, and relatives on how to interact with a BSL interpreter and the needs of the Deaf Community.

 * Treating all patients and their families fairly and without bias. It is important to maintain clear boundaries and a professionalism with your patients and their families

 * The post holder reports directly to the Team Lead Professional / BSL Interpreter (Corporate Equalities)

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| **4.** **SCOPE AND RANGE**  The post holder will be directly responsible for the provision of a specialist interpretation function to allow Deaf patients access to health and social care services within a multi-professional context to all NHS Tayside staff and Independent Contractors.  The post holder will support both inpatients and outpatients and will be required to deliver the service in a number of different settings. This may necessitate the need to attend departments at short notice.eg Theatres and A&E  It is recognised that in providing this service the post holder will provide support and reassurance to patients and their families who may be unfamiliar with the dominant culture of A hospital and NHS and in doing so the post holder contributes to enhancing the patient experience.  The BSL Interpreters will be part of an NHS Tayside Interpretation and Translation service The BSL Interpreters will be responsible for managing an individual caseload to meet the needs of the Deaf community, including developing Anticipatory Care Plans (ACP’s) if required.  * BSL interpreters exercise a high level of self-management and autonomy in the practice and provision of BSL interpretation and support to patients and families.

 * The BSL Interpreters work in partnership with all agencies involved in the care of Deaf patients to maintain a high standard of care and quality of life for their clients.

 * The BSL Interpreters will have opportunity to participate in the delivery of educational programmes to medical and nursing staff, other professionals, patients and carers.

 * The BSL Interpreters will have the opportunity to participate in audit and quality assurance.

 * The BSL Interpreters will have the opportunity to participate in planning, development and evaluation of Interpretation and Translation services within Corporate Equalities Team.

 * The BSL Interpreter has the potential to manage a wider skill mix of staff within the team as the service develops.

 * The BSL Service will cover the geography of NHS Tayside and Health and Social Care partnerships across Tayside.

 * This will require frequent travel across Tayside

 * The client group is the population of Tayside.

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| **5.** **MAIN DUTIES/RESPONSIBILITIES** The Corporate Equalities Department, which rests within the Chief Executive Department, provides a focus for patient and community relations across all geographical areas and services, NHS Tayside wide, and works to ensure a positive relationship with users of services, carers, community groups, and the population as a whole. Excellence in customer service is the focus for all departmental activity and underpins all ongoing development plans and proposals. Fostering a facilitative and co-ordination role of the patient and community engagement function. The British Sign Language (BSL) Interpreter, as a member of the Corporate Equalities Team, will ensure that equality of access for Deaf patients is reflected in the organisation's principles of customer service and excellence, and that the healthcare services provided respond positively to the needs of local people, regardless of their communication needs.  As such, the BSL Interpreter will work with patients within Tayside to ensure that the physical, attitudinal and organisational barriers encountered when accessing services within the NHS, health and social care and independent contractors are fully addressed.  * Provision of expertise to allow Deaf patients access to health care services
* Provision of specialist advice on alternative methods of BSL service provision
* Management of the booking system to ensure timeous appointment scheduling

 The post holder will be the first point of contact for Deaf patients accessing NHS services , providing simultaneous interpretation between British Sign Language and English professionally and impartially, treating frontline staff and patients involved with respect, checking that both parties’ communication needs have been met by the end of each interaction.  Provide onwards support for Deaf patients throughout their appointment, continuing with Interpretation services for the patient with all NHS staff members as required and onwards, where appropriate. The BSL interpreter will provide an accurate interpretation of the Deaf patients’ communication to NHS staff. The BSL interpreter will be required to notify the clinician or manager if at any point they are not able to adequately translate for the patient. The BSL interpreter will remain objective throughout this process ensuring communication is translated accurately. The BSL interpreter will develop, implement and evaluate a robust appointments process in partnership with medical records staff. The interpreter will also be required to develop a database to provide monthly statistical information to the Head of Corporate Equalities. The BSL interpreter will at times be required to advise, assist and train NHS staff in working with interpreters to ensure the communication needs of all parties are fully met. Prioritisation of workload using own initiative, forward planning and organising of appointments is required on a daily basis. The post holder will, however, require working closely with medical records to ensure availability when appointments are being booked. The BSL interpreter will apply knowledge of culture differences in a sensitive and tactful manner to ensure patient care is provided to the highest possible standards. The BSL interpreter will comply with the Scottish Association of Sign Language Interpreters National Registers of Communicating Professionals working with Deaf or Deafblind People (NRCDP) Code of Conduct at all times. The BSL interpreter will provide feedback to other frontline staff to assist in service improvement and accessibility for the deaf community. The interpreter will undergo regular performance reviews with their line manager.INDUCTION STANDARDS AND CODE OF CONDUCTYour performance must comply with the ‘Mandatory Induction Standards for Healthcare Support Workers in Scotland’ 2009; and with the Code of Conduct for Healthcare Support Workers. The key responsibilities outlined above are not intended to be exhaustive as the service develops.  Comply with all relevant NHS Tayside and departmental Policies/Procedures, including Data Protection and IT Security and to ensure that all members of staff within team adhere to these.    |
| **6.** **COMMUNICATIONS AND RELATIONSHIPS** As this roles primary responsibility will be to provide a translation service from BSL to English for all BSL service users, the level of communication is likely to be complex at all times. The post holder will have to simultaneously translate from BSL to English, providing an accurate translation of what has been said by the service user.  The post holder must maintain excellent communication with service users; families / carers and health service providers to ensure detailed and comprehensive communication takes place at all times. **Internal**Staff at all levels within NHS TaysideIndependent ContractorsHealth and Social Care Partners  **External**Patients, family / carers and publicHealth Care providers to the NHS Tayside populationThree Local AuthoritiesUser and carer group  |
| **7.** **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** The post holder will be required to undertake regular CPD sessions to ensure their BSL skills are maintained to an adequate level to perform the role, this will include sessions to familiarise themselves with NHS Tayside’s policy and procedures and specialist clinical vocabulary to ensure effective communication with patients. In addition to this the post holder is required to have the following: * Experience in BSL interpreting; within community setting
* Registered with the SRLPDC (Scottish Register of Language Professionals with the Deaf community) or National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD) as;
* Trainee interpreter
* Fully registered interpreter
* The ability to work well under pressure;
* Able to demonstrate an understanding of the culture and needs of Deaf adults and children within the Scottish population.
* Attend specialist training such as Deafblind Hands On, Lip Speaking as directed by line manager
* Be willing to take part in delivery “working with a BSL interpreter” training to NHS staff and Health & Social Care staff within Tayside
* Co-work and shadow BSL Interpreting colleagues within NHS Tayside, Interpretation & Translation Service. Also work as part of a wider service alongside Spoken Language Interpreters, offer support and advice if and when required.
* Attend regular Team Meetings and BSL Interpreter Reflective Practice Sessions.
* Support patients with NHS Tayside and HSCP letters, which may involve signposting or supporting the Deaf patient access services. Co-ordination of a follow on appointment with a BSL interpreter
* Support colleagues and be part of BSL translations for making information accessible to the Deaf community (where appropriate). An example being the I&T Facebook page for the Deaf community.

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| **8.SYSTEMS AND EQUIPMENT****Daily use of computer for the post holder. Use of:*** Microsoft Outlook – Email
* Internet and Intranet
* Use of a booking system to ensure a smooth approach to service provision.
* Occasional use of a web-cam for remote appointments which requires the post holder to be in a restricted position for the unpredicted length of the appointment.

 Other equipment which will require to be used include: * Personal Computer
* Printer
* Photocopier
* Telephone / Mobile Phone
* Fax
* Proficient in the use of all Microsoft packages (i.e. Word etc)
* Filing system
* Compliance with Health and Safety legislation
* Creating, updating and maintaining information databases, generating reports and distributing information
* NHS Tayside’s electronic Expenses system
* NHS Scotland electronic Knowledge and Skill Framework

 **Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| **9.** **PHYSICAL DEMANDS OF THE JOB** Physical* The post holder will require traveling across NHS Tayside on a frequent basis to attend appointments.
* Daily VDU use.
* Daily Keyboard use.
* High levels of travel to all parts of NHS Tayside including and surrounding rural areas.

 Mental * Maintain intense levels of concentration whilst interpreting conversations.
* The post holder will have no control over the length of the interaction and will remain with the patient throughout their appointment.

 Emotional* Deal with emotionally demanding situations which can often be of a sensitive or challenging nature.
* On occasion the post holder may be required to translate information of a very sensitive nature such as providing service users with bad news e.g. diagnosis of cancer.
* Dealing with difficult situations or staff can be emotionally distressing

 Environmental* The post holder may at times be expected to work in situations of a clinical nature where they will be exposed to blood and bodily fluids.
* The working environment will vary and is dependent on premise ownership e.g. working with people in community settings; within local authority or healthcare settings.
* Frequent travel due to nature of job and the need to meet with Deaf service users at different locations across NHS Tayside.
* Take part on rota for providing BSL Out of Hours Interpretation within NHS Tayside area.
* Lone travelling across NHS Tayside

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| **10.DECISIONS AND JUDGEMENTS** The post holder will have to translate accurately from BSL to English, at all times including throughout stressful emergency and challenging situations. The post holder will be expected to make judgements on issues such as child protection when they observe an adverse event during an appointment. As British Sign Language does not directly translate to English, the post holder will be required to decide upon an accurate translation of what the patient is saying. In circumstances, such as unscheduled / emergency appointments, where the patient’s language abilities are limited, the post holder will need to appropriately vary their language, for example switching to finger signing where appropriate to ensure an appropriate diagnosis can be made. The post holder is guided by clearly defined policies. Work is managed rather than supervised, and results outcomes are assessed at agreed intervals.  |
| **12. MOST CHALLENING / DIFFICULT PARTS OF THE JOB**From a BSL perspective, the post holder will have to provide a specialist role and function as an autonomous practitioner as clinicians and managers are not BSL qualified.  The post holder is required to: * interpret precisely what is said by the relevant party in a true and objective way;

 * direct exposure to patients on daily basis some of whom may be severely ill or injured;

 * deal with emergency unscheduled appointments where the patient may be in a life threatening situation;

 * deal with emotionally demanding appointments whilst continuously concentrating on patient information and relaying back;

 The post holder will be in the environment, or for remote appointments, able to physically see the environment. This could introduce a duty of care element e.g. child protection issue or a patient passing away. As the post holder will physically be with or able to see the patient, they may be exposed to emotional and distressing circumstances such as a patient giving birth; having a heart attack or undergoing a surgical procedure.   |

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| **13. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature:  |    Date: Date: |