

Job Description

Job title	Community Interpreter
Directorate	Business Support
Division	Customer Contact
Range	Spot Point: MPR4B
Reports to	CIS Manager

Main purpose of the job:

To interpret between the client and the service provider, in accordance with the code of conduct, in order to facilitate effective communication between the parties face-to-face or by telephone or video. This will frequently include interpreting medical information and provision of cultural information to improve the communication process. Accuracy of interpreting is essential, the consequences of providing incorrect interpreting can have an extreme impact.

To contact clients by phone to arrange appointments or to pass medical instructions or other information.

To meet the client with the service provider before the interview, whenever practical, to establish expectations and help the client formulate requirements.

To challenge any discriminatory or inappropriate behaviour and report to CIS manager.

To provide basic information supplied by the service provider on other community services that might help the client.

Liase with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Deliver accurate and impartial interpretation. Provide high-quality, accurate, and impartial interpretation between clients and service providers in face-to-face and remote settings, ensuring that communication is clear, confidential, and culturally sensitive.

Facilitate effective communication prior to appointments. Contact clients to arrange appointments and relay essential information (e.g., medical instructions), ensuring that clients fully understand any actions they need to take.

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Prepare for interpreting sessions. Meet with service providers and clients before interviews, where practical, to clarify expectations, understand the context, and support the client in formulating their needs.

Ensure ethical practice and challenge inappropriate behaviour. Uphold the councils and interpreter's code of conduct, maintaining confidentiality and professionalism at all times, and challenge or report any discriminatory or inappropriate behaviour to the CIS Manager.

Provide cultural insight to support understanding. Offer relevant cultural explanations when required to support clearer communication between clients and service providers, without offering advice or personal opinions.

Signpost to community services. Provide basic information—supplied by service providers—on local community organisations or services that could support the client, ensuring information is shared clearly and appropriately.

Maintain professional knowledge and development. Keep up-to-date with relevant terminology, specialist vocabulary, and community resources, and participate in ongoing training/professional development to maintain high professional standards.

Accurate administration and record-keeping. Complete all required documentation accurately, including session notes, appointment records, timesheets and communication logs, ensuring that information is managed securely and in line with council policies.

At manager's discretion, other activities may be assigned that fit the job description.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand in the role of another member of staff who is responding to a Major Civil Incident.

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Organisation:

This role reports to the CIS Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will need to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HOME - The post holder will be based at home but may need to attend a variety of settings for specific purposes or as and when required.

Person specification

All criteria at level A should be considered essential requirements.

Qualifications

- OCN (Open College Network) Community Interpreting level 3 or DPSI (Diploma in Public Service Interpreting), or
- Membership of CioL (Chartered Institute of Linguists) or NRPSI (National Register of Public Service Interpreters)
- University diploma in interpreting.

Knowledge

- Fluency in English and the language used in interpreting, demonstrates clear, articulate spoken communication.
- Knowledge of specialist vocabulary used by the service provider.
- Knowledge of the client's and English cultures.
- Knowledge of specialist vocabulary used by the service provider.
- Demonstrable knowledge to be able to interpret accurately between English and another language.
- Basic knowledge of community organisations/services and how to access them.
- Understands the process of team working and the part they play in ensuring objectives are met.
- Knowledge of relevant codes of conduct, confidentiality rules, and safeguarding standards.
- Demonstrates a wide understanding of customer needs and with the knowledge to manage their expectations within public sector interpreting.

Experience

- Previous work experience with ethnic minority children and adults, experiencing problems, who need to access to public services.
- Experience of having dealt with stressful events and circumstances in a working environment.
- Demonstrable experience of identifying potential problems and taking appropriate action.
- Demonstrable experience of coping well under pressure and difficult situations.
- Commitment to equality and diversity, seeking to remove barriers that may prevent people accessing services.

Skills

- Ability to identify and act on own development needs within an interpreting environment.
- Ability to explain cultural nuances when needed to avoid misunderstanding—without giving advice or influencing decisions
- Ability to act independently to make decisions and respond to unexpected situations.
- Ability to tactfully challenge the culture and behaviour of own community.
- Demonstrates empathy and understanding while maintaining appropriate professional boundaries.
- The ability to communicate effectively with internal and external partners and service providers.
- Developed organisational skills with the ability to manage time well, manage appointments, and coordinate interpretation activities.
- Ability to listen carefully, retain information, and convey it reliably without omissions or additions.
- Ability to build rapport and good working relationships quickly with service users and professionals.