



BAWSO

INTERPRETERS' ROLE DESCRIPTION

TITLE:	Interpreter
LOCATION:	BAWSO Office/s – 9 Cathedral Road, Cardiff, CF11 9HA 113 Lower Dock St., Newport. NP20 1EH 63 Mansel Street, Swansea. SA1 5SQ 33 Grosvenor Road, Wrexham LL1 1BT
ACCOUNTABLE TO:	Language Support Manager
ACCOUNTABLE FOR:	None

ROLE PURPOSE

- To assist families who are unable to speak English to communicate with BAWSO staff, and staff from other agencies in their first language.
- To assist families to access BAWSO's and other services by acting as an interpreter.

ROLE ACTIVITIES

1. Strategic

- Work with project staff to plan and deliver effective and high quality interpreting services.

2. Operational

- To facilitate communication between families and childcare workers, advice specialists, other service providers and/or BAWSO staff.
- To operate as an interpreter within the parameters of confidentiality and other professional requirements.
- To keep records of interpretation work and carry out any follow-up work as required.

3. Competence

- Have a written and spoken command of both languages, including any specialist terminology, current idioms and dialects.

- Possess the ability to interpret accurately, fluently and appropriately between both languages using the correct interpreting techniques.
- Maintain and develop written and spoken command of English and the target language.
- Be familiar with the cultural backgrounds of both parties.

4. Procedure

Interpreters shall:

- interpret truly and faithfully what is said, without anything being added, omitted or changed;
- disclose any difficulties encountered with dialects or technical terms;
- not enter into discussion, give advice or express opinions or reactions to any of the parties;
- intervene only:
 - i) to ask for clarification;
 - ii) to point out that a party may not have understood something;
 - iii) to alert the parties to a possible missed cultural inference;
- not delegate work, nor accept delegated work, without BAWSO's consent;
- be reliable and punctual at all times;
- attend all essential training and development activities in accordance with agreed objectives.

5. Policy and Practice

- To work within the framework of BAWSO's policies and procedures and promote the professional reputation of the project.
- Interpreters must make the appropriate arrangements with the Inland Revenue in respect of their fees earned from interpreting work with BAWSO.