

PERSON SPECIFICATION



Position:	Sessional Interpreter/Translator
Job Family/ Grade/Level:	Unqualified
Purpose:	To provide interpreting/translation from English to a community language and vice versa
Summary of Role:	<p>Reporting to the Manager, the main duties and responsibilities are:</p> <ul style="list-style-type: none">• You will undertake interpreting and /or translation duties on a sessional basis as and when engaged by the Glasgow City Council Interpreting Service, including out of hours service• Maintain professional standards of quality and best practice in delivering interpreting and translations across a range of social care• Keep abreast of developments in the field of interpreting and translation• Participate in training delivered by or recommended by the service• Maintain confidentiality of information associated with interpreting/translation assignments• Co-operate with the introduction of new procedures and /or new equipment/technology• Be conversant with and operate at all times within the current Health and Safety at Work Legislation• Co-operating with the introduction of new procedures and/or new equipment/technology associated with the role <p>Note: - This is a summary of the role and may be altered to reflect the changing needs of the business.</p>

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications and Training		<ul style="list-style-type: none"> • Appropriate SVQ level 3/HNC and/or equivalent professional qualification • Full current UK driving licence. 	<ul style="list-style-type: none"> ✓ Application Form ✓ Certificates
Skills	<ul style="list-style-type: none"> • Can use initiative to deal with relatively straightforward individual cases • Ability to implement a planned intervention for assigned cases to reduce risk to individuals and the community • Can deal effectively with challenging behaviour • Can conduct and review standard assessments and review of straightforward circumstances • Can organise, supervise and motivate a small team of staff • Can assist with the preparation of complex cases for public access • Can exercise experienced practical judgement in assessing and managing the risk associated with assigned cases • Can resolve issues by working with external and internal partners on straightforward operational issues and service delivery • Provide advice, guidance and direct support to service users investigating and referring complex and high risk situations for the protection of vulnerable service users • Supervise control and review the delivery of service within service area • Ability to plan/prioritise case load • Relevant level of IT Skills. 	<ul style="list-style-type: none"> • Experience of preparing standard reports • Support the preparation of material required by colleagues acting as expert witness or Officer of the Court. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview ✓ Assessment

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Knowledge	<ul style="list-style-type: none"> • Experience of working with vulnerable service users in the provision of personal and practical care • Knowledge of legislation and procedures in own service area • Knowledge of the specialist equipment used within the service • Demonstrates experience of maintaining a high level of service based knowledge and practical experience • An awareness of the work of Glasgow City Council. 	<ul style="list-style-type: none"> • Working knowledge of database management. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview ✓ Assessment
Other	<ul style="list-style-type: none"> • Can demonstrate a high level of confidentiality at all times • Shows an enthusiastic and positive manner • Has an ability to work alone or as part of a team • Demonstrates a flexible approach to the needs of the business • Prioritises the needs of the customer. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> ✓ Interview

COMPETENCIES	INFLUENCING (L1)	COMMUNICATING (L2)	EVIDENCE
Core Area: Personal Effectiveness	<ul style="list-style-type: none"> • Confident and assertive when you put your views across to other people • Can explain your views in different ways, if people disagree with you • Is able to back up any suggestions you make with facts. 	<ul style="list-style-type: none"> • Able to share relevant and important information on time, with your team • Can explain why decisions have been made and use examples to support them • Ability to produce clear, concise and easily understood written communication • Gives a good impression of Glasgow City Council at all times. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview

COMPETENCIES	CUSTOMER ORIENTATION (L2)	COLLABORATION (L2)	EVIDENCE
Core Area: Providing Excellent Customer Service	<ul style="list-style-type: none"> • Follows up on customer requests, ensuring actions are taken and issues resolved • Ability to change the way you do things, to meet the needs of customers • Is able to measure customer satisfaction and find out what needs to be improved • Can ensure a continuity of service, as far as possible. 	<ul style="list-style-type: none"> • Can encourage people to share information, so that the right outcome is achieved • Builds strong relationships with colleagues beyond just working together on shared tasks • You take steps to manage the way people think about you, and discuss the quality of your working relationships with others. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview
COMPETENCIES	TAKES INITIATIVE (L2)	TAKES INITIATIVE (L2)	EVIDENCE
Core Area: Leadership	<ul style="list-style-type: none"> • Use your initiative to solve problems • Encourages everyone in the team to share their ideas and get them to take personal responsibility for their results. 	<ul style="list-style-type: none"> • Proactively try to make a difference and make things happen. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview