

Job Class Profile: Interpreter

Pay Level: CG-22 **Point Band:** 364-387

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	2	3	2	2	3	1	2	
Points	93	50	13	14	60	43	62	21	21	377

JOB SUMMARY

The Interpreter performs specialized work responsible for ensuring quality native language interpreting services are provided to Labrador's permanent and circuit courts, as well as other justice services requiring interpreting services.

Key and Periodic Activities:

- Performs in-court oral interpretation services during regular sittings and any required circuit court matters.
- Delivers community and professional education sessions regarding the need and value of interpreting services.
- Establishes and maintains a registry of freelance interpreters in accordance with established policies. Acts as central referral resource for all requests for legal interpreting services in the assigned region.
- Coordinates the assignment of competent legal interpreters for requested matters within the criminal justice system that are beyond the immediate responsibilities of the Interpreter.
- Monitors and provides feedback to freelance interpreters on individual performance in the delivery of interpreting services to promote professionalism and service quality.
- Maintains an electronic record of services provided by all legal interpreters in the defined region and provides quarterly and annual status reports.
- Reviews and expedites invoices from freelance interpreters and ensures invoicing is managed in a timely manner.
- Attends meetings and advises on aboriginal language needs in the justice system.
- Completes any interpreting-related reports required by the Court or Department of Justice.
- Organizes and distributes relevant public legal information resources that will assist in Aboriginal people's understanding and access to the justice system.
- Delivers educational sessions to colleges, professionals, and the public in the ongoing work to professionalize interpreting services in Labrador.

SKILL

Knowledge

General and Specific Knowledge:

- General knowledge of court processes and native language(s).

Formal Education and/or Certification(s):

- Minimum: Experience providing interpreting services in the justice system; completion of a formal course in legal interpreting is preferred; completion of Grade 10; or any equivalent combination of experience, education, and training. Fluent in English and the native language appropriate for the region.

Years of Experience:

- Minimum: 2-3 years experience.

Competencies:

- Time management, interpersonal, and communication skills.
- Ability to monitor the competence and delivery standards of freelance interpreters.

Interpersonal Skills

- A range of interpersonal skills include listening to information from others and translating accurately, asking questions to gather information, providing routine information to others in meetings regarding aboriginal needs or to freelance interpreters, provides training/presentations to the general public/professionals/college regarding professionalizing interpreting work in Labrador, coaches or mentors new/freelance interpreters.
- The most significant and frequent contacts are with: (1) Freelance Interpreters to assign them for requested matters within the criminal justice system. (2) Clients in the provision of legal language interpreting services. (3) Officers of the court.

EFFORT

Physical Effort

- The demands of the job do not normally result in fatigue, requiring periods of rest.
- Sitting when providing translation/interpretation in court, and in performance of office/administrative functions such as invoicing, coordinating freelance interpreters, responding to general inquiries. Freedom of movement may be restricted while providing interpretive services in a court setting.
- Fine finger precision work in the use of a computer is required.
- Standing and walking is occasionally required.

Concentration

- **Visual** concentration is required when using a computer to process invoices, complete interpreting related reports and maintain registry of interpreters.
- **Auditory** concentration is required when translating/interpreting to ensure accuracy in interpretation.
- **Repetition** requiring alertness occurs when maintaining attentiveness and alertness during court proceedings to ensure accurate translation.
- **Time pressures/deadlines** occur when ensuring appropriate scheduling of interpreters based on schedules established by the Courts, and invoicing deadlines.
- **Lack of control over the work pace** occurs when responding to general inquiries, scheduling of interpreters on short notice, and court sessions which may be longer than expected.

- **Exact results and precision** is required as interpreters must provide exact translation/interpretation, ensure precision and accuracy in scheduling freelance interpreters, and in completing electronic records of services provided by all interpreters for invoicing.

Complexity

- Work tasks are similar and related allowing for use of similar skills and knowledge.
- Tasks are generally repetitive and well defined, and problems can be addressed by following procedures and/or guidelines or working with standardized and defined work practices.
- Example of a typical challenge or problem: Ensuring adequate coverage and allocation of interpreters for Court schedule. Monitoring and providing feedback to freelance interpreters regarding professionalism and service quality.
- Typically can reference internal policies and procedures or seek advice from the manager/supervisor.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are generally prescribed or controlled.
- Some discretion is exercised in the scheduling of freelance interpreters to ensure interpreters with appropriate language skills are assigned and all required court sessions have appropriate coverage. Discretion and judgement must be exercised to ensure interpretation/translation provided is accurate and all parties have a clear understanding.
- Attends meetings and provides advice on aboriginal language needs and are expected to demonstrate initiative and work without day to day supervision.

Impact

- Generally has the most significant impact within the immediate work area, the department, on clients and court officers, as well as on information and finances.
- Information provided to clients and/or officers of the court must be accurately translated by the Interpreter to ensure a clear understanding by all parties during court proceedings. The provision of quality translation/interpreting services in court or with clients, attending meetings, or presenting to colleges or professionals helps to remove barriers and improve access to the justice system for clients and their communities.
- Varying dialects within an Aboriginal language can affect an interpreter's ability to translate quickly and accurately. Errors in scheduling or assigning freelance interpreters can have a negative impact on the court proceedings.
- Identification and resolution of errors normally occurs within hours of identification.

Development and Leadership of Others

- There is no supervision of staff.
- Coordinates the assignment of freelance interpreters, and monitors and provides feedback regarding individual performance to promote professionalism and service quality.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement for special precautions or the use of safety equipment.
- There is no likelihood of cuts, bruises, illness or injury which may result in disability.
- Exposed to computer glare and lack of privacy while working in an open office environment or court setting.