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| **Job Description** | |
| **Post title** | Interpreter/Specialist Support Worker |
| **JE Reference No** | N10958 |
| **Grade** | 6 |
| **Service** | Adult Learning & Skills Service |
| **Service Area** | Foundation Learning |
| **Reporting to** | Donna Ross - Programme Lead, Foundation Learning |
| **Location** | Your normal place of work will be Crook Civic Centre, but you may be required to work at any Council workplace or community venue within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The postholder must be a confident Arabic and English speaker with verifiable interpreting and translation experience. The postholder will facilitate the effective and accurate passing of information between the tutor and learners, interpreting all communications in real time, with careful attention to context, meaning, tone and technical wording.

In addition, the post holder will support the tutor to select, design and adapt teaching and learning materials to suit individual needs; assist with the development and implementation of individual learning plans and record learner progress.

The post holder will support current students attending ESOL classes as part of the council’s refugee resettlement scheme. Classes take place between 9.30am and 12.30pm, and 1pm and 4pm although some work may be required outside of general class times.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

• Facilitate effective and accurate passing of information between the tutor and learners by interpreting communications in real time, with careful attention to context, meaning, tone and technical wording.

• Establish productive, professional relationships with learners, by acting as a role model and setting high expectations for learners, that encourages them to take steps independently and build self-esteem.

• Support the tutor with selecting, designing or adapting teaching and learning materials to suit individual needs.

• Provide feedback to learners and assist tutors in relation to monitoring and recording learner progress, achievement and attendance.

• Assist the tutor with the development and implementation of individual learning plans and recording of learner progress.

• To participate in the Quality Process and respond proactively to feedback and make recommended improvements as directed.

• Ensure that all policies and procedures related to Safeguarding, Prevent, Equality and Diversity are all strictly adhered to and the understanding of British Values is endorsed within sessions.

**Other responsibilities:**

• Because of their own experience, the post holder will be able support the learners with both language skills development and the VPRS processes/procedures; therefore helping learners to engage fully with their learning and participate in community opportunities quickly.

• Facilitate the delivery of high-quality learning to learners who have not had the chance to / been able to acquire literacy and numeracy skills in their own language, providing additional individual or small group assistance as directed by the tutor.

• Some assistance with the setup of the classroom environment and learning equipment, in order facilitate the learning delivery maybe required.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | Must have:  • DPSI – Diploma in Public Services Interpreting  or  • Community Interpreting Certificate – Level 2  or  • Other equivalent UK interpreting qualification  Maths and English at Level 2 or equivalent, (or be willing to complete within 6 months) | Teaching or Teaching Support qualification  IT qualification |
| Experience | Arabic and English speaker – a good command of both languages is required  Experience of teaching or supporting teaching/training  Have entered the UK through County Durham the VPRS |  |
| Skills & Knowledge | Must be able to verify interpreting and translation experience  Knowledge of teaching or supporting teaching/training  IT skills  Willing to undergo further training, with regard to Safeguarding and Equailty |  |
| Personal Qualities | Friendly and approachable  Abilty to pay careful attention to context, meaning, tone and technical wording – ensuring clarity and accuarcy of information sharing  Able to work in a professional and confidential manner with service users and colleagues |  |