

CLASSIFICATION GRID: 12

BENCHMARK TITLE: INTERPRETER

BENCHMARK NUMBER: 82040

JOB FAMILY: CLIENT SERVICES

**SCOPE AND LEVEL DEFINITION**

Provides translation and interpretation services in the Community by using communication methods such as non-English languages, Braille, and sign language.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Assists staff in the delivery of programs by translating, interpreting, and relaying dialogue between staff and clients, and explaining related cultural attitudes and practices.
2. Provides support to clients and families by translating, interpreting, and relaying program information.
3. Accompanies clients to appointments when translation and interpretation services are required.
4. Assists staff in the referral of clients to programs and services by providing information on community resources.
5. Translates materials such as pamphlets, audio materials, and instruction sheets.
6. Completes and maintains related records and documentation such as logs, forms, and statistics.
7. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Certificate in Community Social Service
- Recent, related experience of one year  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Fluency in English and a second language
- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to establish and maintain rapport with clients