

Job Title: Director of Interpreting Services **FLSA Status:** Exempt
Department: Interpreting Services **Prepared Date:** July 2017
Reports To: Director of Operations **Salary Range:** \$60,000 - \$70,000

Summary: The **Director of Interpreting Services** is a full-time position which works closely with the Interpreting Services Operations Director to manage HSDC's ASL Interpreting Services. This position consists of both management and interpreting work.

Essential Duties and Responsibilities:

- Manages the implementation of goals, objectives, policies, procedures and systems for all interpreting services
- Helps to envision, design, and implement new programs
- Performs interpreting work, including in the community, for HSDC Deaf staff, and through video at HSDC's offices
- Oversee the ESLIP (Emergency Sign Language Interpreter Program) on call program, including but not limited to maintaining a pool of qualified interpreters, creating quarterly reports, assisting with bid proposals, managing operations, and interpreting during the day/night as needed
- Supervises HSDC staff interpreters, including processing requests for time off, approving/denying requests, and performing annual performance evaluations (including assessing language skills and professional conduct)
- Acts as point of contact for staff interpreters regarding concerns and kudos; participates in progressive discipline process from initial complaint to resolution
- Work with HR regarding hiring, firing, and disciplinary actions as needed
- Recruits and hires all new staff and subcontract interpreters, including screening interpreters for skills, processing subcontractor intake paperwork, and orienting interpreters to HSDC's policies
- Manages interpreter professional development, including but not limited to medical, legal, technology, etc. Assesses HSDC staff interpreter professional development needs and assists in developing training plans.
- Assists in maintaining staff/subcontractor records to verify compliance with various customer contracts
- Supports the scheduling office to help them understand interpreting scenarios and ensure appropriate matching of interpreters for assignments.
- Assists in developing and maintaining program budget
- Provides information regarding program/agency/interpreting field, including presentations, to the community and/or business partners
- Maintains community relations (Deaf & interpreting communities), solicits input/feedback, and ensures customer satisfaction
- Monitors developments and trends in the field, responding to emerging needs
- Oversees program budget
- Documents interpreting procedures for policy development
- Performs work on weekends and evenings as needed to meet applicable deadlines
- Other duties as assigned by the Director of Operations and Executive Director

Supervisory Responsibilities: This position manages staff interpreters in the Interpreting Services department. Responsibilities include interviewing, assessing skills, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

- Bachelor's Degree or equivalent experience required; Master's Degree preferred
- Legal interpreting experience; SC:L preferred

Certificates and Licenses:

- RID or other national certification preferred for non-Deaf applicants
- At least 5 years interpreting experience

Language & Other Skills:

- Deaf candidates are encouraged to apply
- Fluency in both English and ASL
- Excellent communication skills in both English and ASL
- Supervisory skills
- Ability to develop and support professional development activities
- Ability to support video interpreters' work and professional development
- Positive, upbeat attitude
- Punctual and dependable
- Excellent interpersonal skills
- Highly ethical behavior, and able to model those decision-making skills
- Leadership skills and ability to build a team
- Good organizational skills

Physical Demands and Work Environment: The physical demands and work environment described below represent the activities and surroundings of the positions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Travel to off-site locations is required often, in a variety of settings including, but not limited to offices, classrooms, courtrooms and manufacturing floors. To perform the job, the employee may be required to drive long distances, and have reliable transportation and/or ability to efficiently get from one assignment to the next. This position also requires use of a computer, cell phone, and video relay equipment (camera, speakers, and microphone). Employee must be able to stand and interpret for extended periods of time. Access to staff email and availability via phone/text is required for quick response to scheduling office. Interpreting requires ability to facilitate between Deaf/hard of hearing and hearing consumers and therefore the ability to see, hear, and process the conversation. Deaf interpreters must be able to process from visual ASL to Visual Gestural Communication and back. Interpreters may be asked to sit or stand depending on the assignment setting.

Benefits

Benefits of this position include professional development stipends, membership dues, professional liability insurance, medical and dental insurance, vacation, sick leave, and paid holidays.

How to Apply

E-mail cover letter, resume, three references, and a 5 minute video of yourself interpreting to Laura Ciotti at InterpretingPD@hsrc.org. No phone calls please.