

**Quality Development Officer**

**Job Description**

**background**

The Sign Language Interpreting Service (SLIS) is an independent body, funded and supported by the Citizens Information Board (CIB), to develop, promote and deliver quality sign language interpreting services to the Deaf community in Ireland, including face to face and remote services**.** Under the terms of the National Disability Inclusion Strategy (NDIS), SLIS will put in place a quality-assurance and national registration scheme for Irish Sign Language interpreters.

**Nature and scope**

The Quality Development Officer (QDO) will plan and develop a quality assurance and registration scheme for Irish Sign Language (ISL) interpreters in Ireland. Working with key stakeholders, the QDO will research, develop and deliver a national registration scheme for sign language interpreters. The QDO will also develop continuous professional development and training, to support quality of sign language interpreting. The QDO will at all times work constructively and proactively with key stakeholders, including the Deaf community, SLIS Board and Management, the Citizens Information Board (CIB), and ISL Interpreters/organisations working with ISL interpreters.

**main responsibilities**

**Planning and Consultation**

* **Undertake relevant primary and secondary research** to capture best practice and key learning with regard to professional registration and quality assurance (in Ireland and internationally), consulting with key stakeholders. This research is expected to build on, not replicate, the following 2017 research report: <http://www.citizensinformationboard.ie/downloads/social_policy/SLIS_TCD_Review_of_National_Registers_of_Sign_Language_Interpreters_March_2017.pdf> The research might also draw on relevant best practice models of registration and quality assurance outside sign language contexts.
* With reference to the TCD/SLIS literature review (above) and any subsequent/supplementary research findings and recommendations, **propose an appropriate process and ‘best practice’ model** for the intended National Register of Accredited ISL Interpreters, and associated quality assurance/professional accreditation measures.
* Develop a **draft project plan for implementation** of the Register and associated QA scheme.
* **Present research findings/recommendations and the draft implementation plan** to the SLIS Manager and Board, to enable the SLIS Board to present a realistic, strategic and ambitious project plan to its funding body (CIB) for approval, in line with NDIS targets.
* **Develop relevant policies and procedures to support the development and implementation of the Register and associated QA measures**, including a code of practice & ethics for interpreters, and guidelines for the public service when working with interpreters.
* **Develop recommendations for continuing professional development for ISL interpreters**, and advise the SLIS Board and Management as to implementation of same.
* **Advise the SLIS Board and Management** on the development, clarification and publication of registration processes.

**Implementation**

* Produce and adhere to a **staged, realistically-timeframed project plan** for the establishment of the Register, ensuring successful delivery on schedule and within budget.
* **Consult at all key stages with all critical stakeholders**, to ensure that international best practice (as per research and planning phase) is fully adhered to.
* **Offer appropriate advice (e.g. re accreditation standards, garda vetting and CPD requirements) to ISL interpreters** wishing to be included on the register.
* **Promote the Register** to the Deaf community, practitioners and to public and other services.

**Monitoring and Review**

* **Manage and monitor the project plan** to ensure successful delivery of all elements of the project on schedule and within budget.
* Provide **timely and accurate status reports** regarding progress of the project.
* **Monitor the implementation of the Register** and of all agreed QA/accreditation procedures, troubleshooting as necessary, and advising the SLIS Board and Management as to any impediments to its successful implementation and development.
* Provide quantitative reports re the number of ISL interpreters registered and **regular, evidence-based impact-analysis reports** once the Register and attendant QA/CPD processes have been established
* Manage/advise SLIS on the **management of any risks and issues** that may impact the project to ensure they are controlled/mitigated effectively, and understood by stakeholders, developing innovative solutions and initiating corrective action as appropriate.
* Manage **communications with stakeholders**, third parties and internally within the project delivery team.
* Participate in **Operational Meetings** with the Citizens Information Board.

**Person Specification**

**Required**

* A third level qualification or equivalent
* A minimum of three years’ relevant work experience in a developmental, quality assurance and/or project management role
* Ability to think and act strategically while maintaining a strong operational focus
* Ability to establish effective working relationships at all levels internally and externally
* Excellent communication skills
* Experience in policy and/or report writing
* Commitment to equality of access

**Desirable**

* A relevant vocational qualification, for example in Project Management, Equality Studies or Deaf studies
* Knowledge or experience of working with public and/or community sector organisations
* Experience of working with sign language interpreters
* Experience managing and monitoring budgets
* Experience of reporting to a Board of Management
* Knowledge of the Deaf community and Irish Sign Language (ISL)
* Experience working with marginalised or underrepresented communities
* Experience developing and establishing quality assurance procedures, including continuing professional development
* Experience in relation to the establishment or administration of a professional register or system of accreditation

**Terms of Employment**

**Reports to**

The SLIS Manager in terms of line management, but (as per job description) will be tasked with direct, regular project/progress reporting to the SLIS Board of Directors.

**Location**

SLIS, Deaf Village Ireland, Ratoath Rd, Cabra, Dublin 7.

**Hours**

35 hours per week.

From time to time the postholder may be required to work in excess of these hours in a given working week. The postholder will receive time off in lieu (TOIL) for all hours worked in excess of the normal working week, with the prior agreement of the Manager. These arrangements may be subject to change / review at the request the Manager or the Board of Directors.

**Salary**

The salary scale for this role is €41,621 - €49,991. It is anticipated that new entrants to SLIS will be appointed on the 1st point of the scale. Incremental credit, should it be awarded, will be based on previous relevant experience as set out on the application form.

**Annual Leave**

24 days per year pro-rata, exclusive of public holidays.

**Superannuation**

A superannuation scheme is in place. Eligibility criteria apply.