

## Bilingual Interpreter

### Position Description

Bilingual Interpreters are used at LACs (Local Assistance Centers) to provide language translation assistance to non-English speakers and hearing impaired individuals assisting them in obtaining vital information and resources.

### Responsibilities

1. Provide and/or coordinate language translation assistance for participating agencies and/or LAC attendees in need of assistance
2. Assist the LAC Manager in communicating information to the public at the LAC
3. Coordinate with the Oversight Team Human Resources Representative as additional needs develop
4. Assist non-English speakers by translating their needs and concerns to the appropriate agency
5. Interpret information for hearing impaired individuals
6. Maintain confidentiality of sensitive information
7. Effectively communicate in oral and written form
8. Knowledge of (one of the following): Spanish, Vietnamese, Tagalog, Farsi, or American Sign Language
9. Assist the LAC team with day-to-day operations if translation service duties are scarce

### Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding authority or assignment
- Sign in and wear the "Bilingual Interpreter" vest
- Check in with LAC Manager
- Assist with station set up
- Verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

### Operational Phase Actions

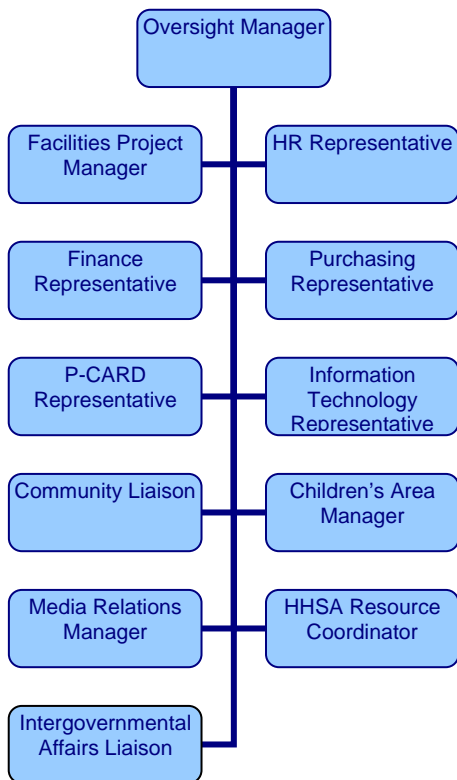
- Review position responsibilities
- Attend ongoing situation briefings
- Refer all media to the Communications Specialist
- Function calmly in situations requiring a high degree of sensitivity, tact, and diplomacy
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds
- Brief your relief at shift change to ensure ongoing activities are identified and follow-up requirements are known
- At the end of each shift, sign out and return the vest

**Deactivation Phase Actions**

- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure all required forms and reports are completed and appropriately stored
- Contact your regular supervisor and notify of them of deactivation
- Leave forwarding information, including cell numbers and email
- Sign out and turn in vest
- Participate in the LAC After Action Report

**Organizational Structure**

**LAC OVERSIGHT TEAM**



**LAC TEAM**

