# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Bilingual Support Officer

# Department: Children’s Services

# Grade: [Single Status 8](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Translation and Support Team Leader

# Purpose of the Role:

The English as an Additional Language Service (EALS) is made up of specialist EAL teachers and Bilingual Support Officers who work in schools, across East Sussex, with pupils who have English as an additional language, to help them access the curriculum and fully integrate into school life.

Bilingual Support Officers (BSOs) are part of the Translation and Support Team within EALS. They use their bilingual skills to help newly arrived pupils settle in school, understand routines and feel confident enough to learn. They then support their learning using home language. This support is mainly in class with individuals or small groups, and occasionally out of class but still focussed on what the class is learning.

BSOs also assess proficiency in home language as this can provide an insight into how the pupil will progress in English or help identify the problem if the pupil is struggling to learn.

BSOs can be very important in supporting the mental health and wellbeing of pupils with EAL and in identifying any possible safeguarding issues which need to be reported.

The role includes interpreting at meetings and translating letters, forms etc to support parental engagement with schools. BSOs liaise with parents to find out background information about their child, any health issues or identified special needs. They also help parents to understand our education system; school policies and practices.

Interpreting and translation skills are also used to provide a service to partner services within Education and Childrens Services, other East Sussex County Council Departments and external clients.

The role involves travelling across the County to work in Primary, Secondary and Special Schools. Interpeting Sessions can be in schools, private houses and any East Sussex Office buildings.

# Key tasks:

1. Support EAL pupils’ language and learning needs both independently and in co-ordination with an EAL service teacher.
2. Assist in monitoring the EAL pupils’ progress, including home language assessments, and to inform class/subject and EAL Service teachers on the pupils’ academic progress.
3. Produce high quality, timely progress reports for individual pupils and groups of pupils as and when required by the Service.
4. Prepare pupils for and conduct Mother Tongue GCSE and A-Level examinations in schools, liaising with relevant school and EAL Service staff as required.
5. Provide support, advice and guidance to clients and colleagues on cultural, religious and linguistic matters and community backgrounds, in order to enable them to deliver appropriate and sensitive services in a fair, equitable and inclusive manner.
6. Assist in the development of language and curriculum support materials to meet the cultural and linguistic needs of EAL pupils. Help develop resources which will aid translation services across the team, including publicity materials and those aimed at improving the accessibility of the service for clients.
7. Deliver EAL internal and external training jointly with EAL Service teachers or support a member of school staff in delivering such training by providing relevant resources and taking part in the delivery of the session.
8. Accompany EAL Service teachers and other professionals on home visits assisting them to build up a profile of the pupils’ background, to discuss the pupils’ progress at school or other relevant matters with the parents and to encourage them to become actively involved in their children’s education.
9. Assist in the promotion of home-school links, such as interpreting at parent - teacher meetings or translating letters, informing, when necessary, both parties of culturally differing expectations.
10. Participate in multi-agency, safeguarding and school pre-admission meetings, facilitating communication process between schools, external agencies and families of EAL pupils.
11. Provide a high quality, cost-effective verbal and written translation and a bilingual advocacy service to East Sussex County Council departments, partners and external clients.
12. To safeguard and promote the welfare of children and young people according to the East Sussex Children’s Services Child Protection Policy.
13. Comply with the principles of the Data Protection Act 1998 and ensure that all records held are compliant with legislation and associated guidance. Accurately record activities undertaken to enable accurate charging of the service delivery.
14. Identify and respond to emergency enquiries when required, including on the telephone and face-to-face, whilst balancing the use of own initiative against the need to seek management guidance.
15. Develop and maintain cultural and linguistic skills, knowledge and expertise in order to provide advice and consultancy, when called upon, to the County Council Departments, partners and external clients.
16. Develop and maintain professional knowledge and skills through accessing relevant professional development opportunities. Maintain awareness of any relevant legislative changes.

# PERSON SPECIFICATION

# Essential education and qualifications

* Community Interpreting Level 3 or willingness to complete within 6 months
* [QCF Level 2](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) in a foreign language
* QCF Level 2 in English Language

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Ability to speak, read and write English to a high standard.
* Ability to speak, read and write one or more foreign languages to a high standard.
* Ability to use ICT for communication with clients and team.
* Ability to produce high quality written translation.
* Ability to deliver both simultaneous and consecutive interpreting.
* Ability to work independently and as part of a team
* Organisation and time management skills.
* Ability to balance the use of own initiative against the need to seek management guidance.
* Ability to maintain professional boundaries with children, families and other professionals.
* Ability to communicate effectively and sensitively with a wide range of individuals e.g. children, parents, teachers, other professionals etc in written and oral form, including on the telephone.
* Ability to maintain professional integrity and confidentiality.
* Ability to converse at ease with customer and provide advice in accurate spoken English.
* Knowledge of the relevant EAL pupils’ home culture, including the
* education system.
* Knowledge of cultural differences between EAL pupils’ home culture and the UK.
* Knowledge and understanding of the needs of the families with EAL.
* Knowledge of interpreting and translating protocol.
* Knowledge of needs of local community.
* Understanding of the principles of the Data Protection Act.
* Knowledge of child protection procedures.
* Experience of working with children and young people.
* Experience of translating and interpreting a range of materials in a wide range of contexts within the community.
* Willingness to be flexible in your approach to work and attend professional training sessions, staff meetings etc.
* A positive attitude to securing good outcomes for service clients
* Ability to meet the travelling requirements of the role
* Ability to work flexibly, sometimes outside of normal working hours

# Desirable key skills, abilities, knowledge, experience, values and behaviours

* Ability to use ICT for producing high quality documents.
* Ability to use presentation skills.
* Ability to engage children in the learning process.
* Community Interpreting Level 4 or above.
* Membership of Institute of Linguists.
* Level 1 Child Protection training.
* Knowledge of key legislation affecting access to the EAL service.
* Knowledge of the UK education system and curriculum.
* Knowledge of the UK examination system including SATs, GCSEs and A-levels.
* Experience of living in a different culture outside the UK.
* Experience of working with members of the community.
* Experience of working in a school setting.
* Experience of working within a centralised support service.
* Experience of translating / interpreting sensitive or confidential subject-matter.
* Experience of liaising with different professional groups / agencies.
* Experience of working with professional clients on a traded basis.
* Willingness to participate in the delivery of training for schools and other organisations, such as equal opportunities or cultural diversity training.
* Ability to follow administrative processes, such as tracking delivery of work and accurate recording of time.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |