

Sample Description of Duties

The Language Access Coordinator is responsible for overseeing the implementation of the Department's Language Access Policy Directives, Plan and Procedures. The Coordinator reports to the Department Head and also delegates responsibilities to several other Department personnel who assist with implementation. The team is outlined in the Department's Plan.

The Coordinator oversees implementation of the following tasks which can be delegated to other personnel including human resources and procurement:

- Develop Procedures to implement the Plan;
- Identify qualified interpreters and translators to be included in interpreter database;
- Create interpreter, bilingual staff, and translator qualifications standards;
- Outline measures to ensure quality control of interpreters and translators;
- Develop a pay structure for contract language assistance services;
- Train and test or contract with appropriate agencies to train and test bilingual individuals including staff who perform language assistance services;
- Maintain a regularly updated list of all trained and qualified bilingual employees and contract interpreters, and include their availability, and contact information;
- Assign qualified bilingual employees and interpreters to perform language assistance services functions;
- Develop a procurement strategy for contract language assistance services providers.
- Provide input in budgetary and procurement matters related to implementation of the language access policy, plan, and procedures;
- Track utilization of bilingual employees and contract interpreters;
- Address hiring and personnel practices to increase staff language capacity (*e.g.*, creating financial or nonfinancial incentives for qualified bilingual employees who frequently provide language services);
- Search for funding and other resources to support interpretation and translation, technological and other infrastructural support, and staffing;
- Create and coordinate a working group of stakeholders including appropriate law enforcement, public defender, courts, correctional agencies, and community based agencies.
- Oversee personnel and performance of employee and non-employee interpreters and translators
- Review and modify the Plan as needed