



### Job Description

<b>Title:</b> Spanish Patient Interpreter	<b>Reports To:</b> Clinical Director
<b>Salary Range:</b> \$	<b>Status:</b> Non- Exempt Full Time
<b>Work Location:</b> Raphael Health Center	<b>Date Reviewed:</b> 12/2011

#### Required Education, Certification, Experience and Skill:

- High School diploma or equivalent.
- Demonstrated experience with Windows-based programs
- Knowledge of medical terminology
- Ability to prioritize, problem solve and multi-task.
- Fluency in English and Spanish both oral and written
- High level of customer service and a positive approach
- 5 years of experience as a medical interpreter, with a very strong medical vocabulary preferred
- Proof of medical interpreter training - minimum of 40 hours preferred [National Certification required (NAD-RID for ASL interpreters, National Board Certification for spoken language interpreters)]
- Familiar with diversity of cultural/socio-economic backgrounds
- Good interpersonal, organizational, and time-management skills

#### Scope/Skills/Abilities/Competencies:

##### Strong linguistic skills:

- selects appropriate mode of interpretation for each situation (consecutive, simultaneous or sight translation)
- interprets with highest degree of accuracy and completeness
- self-corrects, understands own linguistic limitations, seeks clarification and accepts correction
- picks up cues from encounter participants regarding level of understanding and/or need for clarification
- strong writing skills and understanding of translation process

##### Strong cultural awareness competencies:

- understands language as an expression of culture, recognizes the underlying assumptions of each party about medicine, the encounter, the illness etc.; uses this understanding to empower patient and provider to understand each other better
- avoids generalizations and stereotyping by recognizing that cultural patterns are generalized abstractions
- uses culturally appropriate behavior and is able to choose appropriate time to clarify or interject by respecting the goals of the encounter



#### Strong interpreting skills:

- explains role of the interpreter to patient and provider
- recognizes the complexity of the clinical encounter and added factor of linguistic barrier
- sets tone of the patient/provider encounter to manage flow of communication to preserve accuracy and completeness, and to assess and address potential areas of discomfort for patient (age, gender of interpreter, no previous experience with interpreters)
- encourages direct communication between provider and patient
- maintains professional distance and integrity
- diffuses conflict between parties by remaining calm and impartial
- clarifies instructions, follow up steps in a diplomatic, effective manner

#### Ethical competency:

- understands and abides by Raphael Health Center policies on patient confidentiality, informed consent, non-discrimination and by interpreter's code of ethics

#### Interpersonal and customer service skills:

- projects positive attitude about Raphael Health Center and offers services to ensure positive experience
- works as a team with colleagues and providers
- addresses concerns raised during or after an encounter by encouraging provider to make appropriate referral and/or assisting with making of appointment with right resource and booking interpreter as needed
- knowledge of interpreter training techniques and materials

#### Additional Responsibilities:

- Schedule patient appointments.
- Ensure accuracy of daily schedules in coordination with Clinical Director and providers as appropriate.
- Accurately collect patient information necessary for appointment scheduling including the verification of patient insurance eligibility and entry of patient insurance.
- Answer telephones, take messages, and direct telephone calls as appropriate.
- Collect data updates and enter into system
- Schedule appointments with Financial Counselor
- Exemplify the RHC mission through a personal example of excellent service to patients, visitors and coworkers.
- Attend regularly scheduled staff meetings.
- Maintain neat and orderly work area.
- Maintain confidentiality in accordance with RHC policy and any other applicable regulatory requirements.



- Treat patients, visitors and coworkers with respect and dignity
- Commit to and ensure work is operating in a manner consistent to Raphael Health Center mission
- Other duties as assigned including, but not limited to, medical records.

Supervision:

- No supervisory responsibility

Requirements:

The physical, mental and environmental conditions for Scope of Work Responsibilities are specified by the use of F for frequently, O for occasionally, and N for not at all.

PHYSICAL	MENTAL	ENVIRONMENTAL
On the job the employee must: (O) Bend (F) Sit (O) Squat (F) Stand (N) Crawl (F) Walk (O) Climb/Push/Pull (N) Kneel (F) Handle objects/manual dexterity (F) Reach above shoulders (F) Fine finger movement Must carry/lift loads of: (F) Light, up to 25 lbs. (F) Moderate, 25-50 lbs. (O) Heavy, over 50 lbs.	On the job the employee must be able to: (F) Read and comprehend (F) Write (F) Perform calculations (F) Communicate orally (F) Reason and analyze	On the job the employee: (O) Is exposed to blood, body fluids, and infectious waste (O) Is exposed to excessive noise (O) Is exposed to marked changes in temperature and/or humidity (O) Is exposed to dust, fumes, gases, radiation, microwave (O) Works in confined quarters

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Employee Signature

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Date