



JOB DESCRIPTION

Job Title: Medical Interpreter
Department: Back Office
Reports To: Back Office Supervisor
FLSA Status: Non-Exempt
Full-time/Part-time: Full-time

Position Summary: Ensuring adequate training is critical to the success of this role and to Wesley as a whole. The Medical Interpreter Trainer is responsible for providing training and instruction to all medical interpretation staff, ensuring they have the skills and knowledge necessary to fulfill the needs of our patients. The Medical Receptionist Trainer acts in the capacity of a Medical Receptionist while simultaneously seeking ways to train all medical reception staff in appropriate customer service and interpretation policies and procedures. This position is physically demanding with a lot of walking and standing time and emotionally challenging, as some interactions may be highly stressful requiring maturity, composure & sound judgment. This position may also including general office administration to help daily clinic operations.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Trains all Medical Interpretation staff on Customer Service, EHR processes for initiating and documenting interpretation services. Trains Interpretation staff on how to support providers with telehealth interpretation through the use of the telehealth services platform.
- Medical interpreter for patients and staff.
- Complies with all Wesley policies and procedures, particularly relating to patient confidentiality and informed consents.
- Assists Wesley Community Health Center(s) with on-the-job training and mentoring of interpreter internships
- Explains role of the interpreter to patient and provider.
- Sets tone of the patient/provider encounter to manage spatial configuration and 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).
- Maintains professional distance and integrity.
- Diffuses conflict between parties by remaining calm and impartial.
- Clarifies instructions, as necessary with providers & patients.
- 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 better understand each other.
- Avoids generalizations and stereotyping.
- Uses culturally appropriate behavior and is able to choose appropriate time to clarify or interject by respecting the goals of the encounter.

- Is aware of own personal values, beliefs and cultural characteristics which may be a source of conflict or discomfort in certain situations, and is able to acknowledge these and/or to withdraw from encounters when these may interfere with successful interpretation.
- Understands Title X family planning services and sliding fee discount schedule requirements.
- Understands variety of regional accents and linguistic styles and registers.
- Selects appropriate mode of interpretation for each situation.
- Interprets with highest degree of accuracy and completeness in consecutive, simultaneous and sight translation modes.

Additional Responsibilities:

- Works well under pressure to manage stressful situations.
- Flexible to meet scheduling needs and handle often unpredictable changes.
- Sound judgment and confidence.
- Ability to handle multiple tasks.
- Detail-oriented and accurate.
- Excellent organizational skills
- Excellent verbal and written communication skills (English and Spanish)
- Maintain a high level of professionalism
- Ability to work with a diverse population

Competencies: To perform the job successfully, an individual should demonstrate the following.

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs workflows and procedures.

Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Communications – Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals.; completes tasks on time or notifies appropriate person with an alternate plan.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience
- Bi-lingual (Spanish) is required. Full competency (reading, writing, speaking).
- Ability to maintain confidentiality, HIPAA regulations (Health Insurance Portability and Accountability).
- Basic knowledge of computer systems.
- Support for front/back office operations; answering phones, calling patients to confirm appointments
- Professional customer service and a positive attitude.
- Familiarity and ability to work with diversity of cultural/socio-economic backgrounds.
- General knowledge of cultural backgrounds of patients to be served.
- Good interpersonal, organizational, and time-management skills

Language Ability – Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Write routine reports and correspondence. Speak effectively before groups of customers or employees.

Mathematical Ability – Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Compute rate, ratio and percent, and draw and interpret bar graphs.

Reasoning Ability – Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems involving several concrete variables in standardized situations.

Computer Skills – MS Office, ECW

Certificates and Licenses

- CPR with basic life support card in good standing.
- Fingerprint clearance card

Supervisory Responsibilities – This job has no supervisory responsibilities.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

WCHC's Expectations of all Employees:

- Adheres to all WCHC Policies and Procedures
- Conducts self in a manner that represents WCHC's Values at all times
- Maintains a positive and respectful attitude with all work-related internal and external contacts
- Communicates regularly with supervisor about Departmental and WCHC concerns
- Consistently reports to work on time, prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates
- Actively participates in all required trainings
- Empowered to provide outstanding service to all customers

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date