



**Job Title:** INTERPRETER - Spanish

**Department(s):** Business Operations

**Position Summary:** Performs a variety of interpretation, translation and communication duties to assist Spanish-speaking patients receiving medical or behavioral health services

**Supervision Received:** Business Operations Manager

**Supervision Exercised:** None

**Hours/Week** 40  Full-Time  Part-Time  Exempt  Non-Exempt

**FLSA Definition:**

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**ESSENTIAL FUNCTIONS:**

- Provide interpreting services at medical and mental health visits or by phone for Spanish-speaking patients and their family members
- Translate written documents into English, e.g., educational materials, patient letters
- Ensure that information pertaining to the patient's visit, e.g., consents from treatment, diagnosis and prognosis, treatment plan, follow-up appointments and health education, is accurately communicated
- Work as an essential team-member in the provision of patient care and services
- Manage patient information in the electronic medical record as requested. Maintain accurate and timely documentation as relevant.
- Maintain confidentiality in all matters related to patient care and visitor issues for non-English speaking patients/families.
- Maintain professional standards for medical interpreting
- Back up Patient Reception as needed
- Other Duties as assigned

**QUALIFICATIONS:**

- Fluent in English and Spanish—both written and oral
- Minimum HS Diploma/GED
- Proficiency in medical interpreting/translating
- Certificate of completion from a medical interpreter training course of at least 40 hours OR continued employment contingent upon satisfactory completion (testing included) of

medical interpreter training (wages and training paid for by NHS). If NHS pays for this training, written agreement to remain in position for at least one year required or agreement to reimburse NHS the full cost of the training (\$500) from final wages if employee voluntarily leaves employment within 12 months after completion of such training.

- Minimum one year interpreting experience in a medical clinic/hospital
- Knowledge of medical terminology in both English and Spanish
- Ability to provide accurate and culturally appropriate interpretation services
- Ability to accurately translate written material from English to Spanish with correct grammar, spelling and syntax
- High-level communications skills to work with patients, staff, providers, and outside agencies
- Excellent customer service skills
- Respects and works with patients and staff from diverse cultures, languages, and backgrounds
- Capacity to work on a team and make positive contributions to team efforts
- Basic computer skills
- Ability to prioritize tasks in a multi-task, fast-paced environment
- Ability to quickly create rapport with various patients, their families and the general public in a culturally appropriate manner, enabling patients to access services

**CORE REQUIREMENTS:**

- Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes and morale
- Interacts in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to: socio-economics, race and ethnicity, nationality and religion, both in-clinic and in the community
- Maintains excellent and punctual attendance
- Attends and actively participates in staff and departmental meetings
- Attends agency functions and meetings as relevant or required
- Works at any or all NHS clinics, as needed
- Uses computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
- Maintains any required licensure/certification

- Demonstrates commitment to agency mission and goals
- Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
- Participates daily in pre-visit planning and huddles (RN, Provider, Medical Assistant, Front Desk)
- Utilizes Patient Portal to access patient information and communicate with patients, as relevant
- Plans, organizes, and multitasks
- Speaks, understands, reads and writes English sufficiently to carry out all essential duties
- Performs other duties as assigned

**Attachments**

- Physical and Mental Requirements
- Work Environment

**Job Title: Interpreter**

**PHYSICAL AND MENTAL REQUIREMENTS:**

| Requirement:                              | Rarely<br><15% of day               | Occasional<br>15-39% of day         | Frequent<br>40-74% of day           | Continuous<br>>75% of day           | Requirement:                                  | Rarely<br><15% of day               | Occasional<br>15-39% of day         | Frequent<br>40-74% of day           | Continuous<br>>75% of day           |
|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Bend                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | Vision:<br>Close/Reading                      | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Squat/Crouch                              | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | Vision:<br>Distance                           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Crawl                                     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | Vision:<br>Depth Perception                   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Climb (stairs, ramps)                     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | Vision:<br>Color                              | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Kneel                                     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | View computer<br>screen                       | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Balance                                   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Hear:<br>Using phone                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Sit                                       | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | Hear:<br>In person                            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Stand                                     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Speak (English):<br>Using phone               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Walk                                      | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Speak (English):<br>In person                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Lift/carry:<br>up to 10 lbs               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | Speak other<br>language: Spanish              | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Lift/carry:<br>10-25 lbs                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | Read/comprehend<br>(English)                  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Lift/carry:<br>25-50 lbs                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | Read/comprehend<br>other language:<br>Spanish | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Push/Pull                                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | Write/type                                    | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Reach:<br>Overhead                        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | Perform calculations                          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Reach:<br>Forward                         | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Communicate<br>verbally                       | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Handle objects                            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Reason and analyze                            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Use fine finger<br>dexterity (type, etc.) | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
|   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |

I have reviewed the required Physical and Mental requirements of my job and herein certify that I am able to perform all the duties described above.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**OR**

I have reviewed the required Physical and Mental requirements of this position and herein certify that I am able to perform all the duties described above with the following accommodation:

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Job Title:** Interpreter

**WORKING ENVIRONMENT**

**The OSHA category for this position is:**

|                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/>            | Category I – High risk for exposure to blood or body fluids.      |
| <input type="checkbox"/>            | Category II – Moderate risk for exposure to blood or body fluids. |
| <input checked="" type="checkbox"/> | Category III – Low risk for exposure to blood or body fluids.     |

**On the job, the employee may encounter:**

|                          |                                   |                                     |                     |
|--------------------------|-----------------------------------|-------------------------------------|---------------------|
| <input type="checkbox"/> | Chemical/Biological Agent         |                                     | <b>Noise level:</b> |
| <input type="checkbox"/> | Contact with water/liquids        | <input checked="" type="checkbox"/> | low                 |
| <input type="checkbox"/> | Confined spaces                   | <input type="checkbox"/>            | moderate            |
| <input type="checkbox"/> | Temperature variations (outdoors) | <input type="checkbox"/>            | loud/noisy          |
| <input type="checkbox"/> |                                   | <input type="checkbox"/>            |                     |

**SPECIAL CONDITIONS OF EMPLOYMENT**

**Explanation:**

|                                     |   |   |
|-------------------------------------|---|---|
| <input type="checkbox"/>            | Occasional weekday evenings required      |   |
| <input type="checkbox"/>            | Occasional weekend days required          |   |
| <input type="checkbox"/>            | Occasional overtime required              |   |
| <input checked="" type="checkbox"/> | Professional license/certification req'd  | CMI, CCHI or score of Advanced-Mid on OPI   |
| <input type="checkbox"/>            | Current CPR certification required        |   |
| <b>Minimum level of education:</b>  |   |   |
| <input checked="" type="checkbox"/> | High school diploma/GED                   | <input type="checkbox"/> Masters Degree: _____  |
| <input type="checkbox"/>            | Associates Degree                         | <input type="checkbox"/> Medical Degree: _____  |
| <input type="checkbox"/>            | Bachelors Degree: _____                   | <input checked="" type="checkbox"/> Other: <u>40 hour medical interpreting training</u> |
| <b>Travel:</b>                      |   |   |
| <input checked="" type="checkbox"/> | Occasional travel between clinics         | <input type="checkbox"/> Vehicle, drivers license and insurance req'd                   |
| <input type="checkbox"/>            | Frequent travel between clinics           | <input type="checkbox"/> Occasional work outdoors                                       |
| <input type="checkbox"/>            | Occasional or frequent other local travel | <input type="checkbox"/> Frequent work outdoors   |

I certify that I am aware of the Working Environment for this position and I agree to that I am able to fulfill all Special Conditions of Employment.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date