



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:

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
- Assist in answering scheduling calls
- Check voicemails
- Coordinate with the nurse to block schedule time to assist with interpreting calls
- Process online patient registrations and survey information
- 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
Minimum one year of medical interpreting experience in a 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
- Demonstrates commitment to agency mission and goals

- Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
- 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