

Interpreter: Kirundi/Swahili/Kinyarwanda

Job Description

Purpose of Position:

Ensures that limited English speaking patients are efficiently, effectively and sensitively integrated into the health care system. Provides professional medical interpretation services to assure that patients understand and actively participate in their health care. Facilitates communication between patients and health professionals and acts as a cultural broker. Performs duties so the patient care experience is that of unsurpassed service.

Hours

PRN position (as needed). No guarantee of hours.

Benefits

None

Statement of Duties and Responsibilities:

ESSENTIAL:

DIRECT

1. Acts as an interpreter for patients during scheduled external and internal health related visits using professional interpretation standards and practices.
2. Demonstrates a customer-focused philosophy in communication and action with patients' families and health care team members.
3. Assists the clinical team in coordinating care for patients, including arranging referral appointments, making telephone calls, and, under the supervision of a provider, may notify patients of test results and care plan recommendations.
4. Works in collaboration with the Clinical staff to ensure that the health care needs of patients are comprehensively addressed.
5. Provides consultation and professional interpretation services to all FHC programs and departments, as well as other health care facilities within the community in order to enhance the health care that limited English speaking populations are receiving.
6. Serves as a resource person to FHC staff in promoting understanding of and effective intervention with patients.
7. Communicates with external agencies such as Lutheran Social Services, social services, other health care facilities, and public health departments regarding health care needs of patients.
8. Safeguards all patients' health information whether written, verbal, and electronic with privacy and confidentiality. Follow HIPAA Privacy and Security policies and procedures.

INDIRECT

1. Considers the patient as the core of the health care team
2. Promotes and reinforces a sense of teamwork and collaboration among staff persons.
3. Serves as a resource person for providers and other clinical staff.
4. Participates as a member of work groups and committees as assigned.

5. Assists in the orientation and training of new employees as assigned.
6. Maintains professional competence and utilizes opportunities for growth through participation in professional activities.
7. Complies with all of FHC's policies and procedures.
8. Carefully scrutinize the general appearance of patients to detect urgent health conditions.

Knowledge and Skills:

- Knowledge of professional interpretation and translation standards.
- Familiarity with community resources and the refugee resettlement process.
- Professional behavior and appearance
- Ability to maintain confidentiality, respect and dignity of the patient.
- Proficiency/fluency in the spoken and written English language.
- Effective and accurate communication, assessment, evaluation, documentation and collaborative skills.
- Analytical and problem-solving skills.
- Devoted to responsive customer service in an environment of caring.
- Cultural sensitivity and commitment to the organizational mission and needs of the target population.
- Skill in establishing and maintaining relationships with professional and paraprofessional staff in the internal and external environment.

Education/Experience:

- Medical interpretation and translation experience required.
- Training and certification in professional interpreting preferred.

Job Type: Part-time