

## **Interpreter – Spanish Speaking**

On Call position, up to 10 hours per week, depending on the need.

Daytime weekday hours 9 am – 5 pm typically ½ a day

Thursday evening 4-9

Occasional Weekend 9-5 half a day to a full day / busiest time is Fall.

\$26.00 / hour.

Essential Sick and Safe Time eligible.

Interpreters provide language services to non-English speaking individuals served through SMHC. They help with communication with physicians, nurses and clinic support staff. The interpreter communicates with individuals in their primary language and shares pertinent information with SMHC staff to optimize medical services and health education for the patient. Interpreters support patients verbally and through written word, promoting understanding of information and patient services received by providers and health care personnel.

Job Duties:

### **Job Responsibilities:**

- In all interactions, behaviors reflect the values of SMHC and the CSJ Community.
- Provide verbal and written information relevant to health care services provided by SMHC between the patient and health care providers, and in community outreach settings.
- Present information to patient and to caregivers in a way that is easiest to understand for all parties involved, clarifying information to be sure comprehension and understanding is assured.
- Provide reinforcement of information received by the patient, to the patient, seeking confirmation of understanding.
- Maintain patient privacy and confidentiality of patients, health information, and personal conversations occurring in the care setting.
- Honor professional boundaries of the interpreter role, respectful of the needs of the patient and of the caregivers.
- Seek clarification of medical terminology or procedures to be assured that correct information is provided to the patient and/or returned to the caregiver.
- Provide a comfortable, safe, non-judgmental environment for persons involved in the health care interactions and interventions.
- Use clinic resources, supplies and time efficiently, seeking direction for the nurse in charge for other activities that support clinic operations when there is downtime.
- Maintain knowledge and skills related to medical interpretation through professional organizations and ongoing education.
- Seek support from key team members or leaders if there is confusion or lack of understanding regarding the message attempted to be conveyed or information exchanged
- Other responsibilities as assigned, including projects and initiatives related to quality improvement.

### **Minimum Qualifications:**

Education: High School Diploma

Experience: Fluency in speaking and writing in Spanish in environments where interpreter skills were essential, preferably in health care settings

Licenses / Certificates: Valid Minnesota Driver's License and vehicle to travel to clinic/outreach locations

Technology / Equipment: Basic office equipment including computers, phones, copiers and fax machines; proficiency with Microsoft Office applications

### **Preferred Qualifications:**

- Completion of Medical Interpreter course and Certification

- Previous interpreter services in health care setting
- Knowledge and understanding of persons with culturally diverse backgrounds, particularly the Hispanic/Latino Community

**Hours:**

- Clinic activity operates during normal business hours, 8:30 am – 5:00 pm Monday through Friday.
- Outreach activities may occur during normal weekday business hours, with some occasional evening and/or weekend sessions at various metro locations

**Physical Demands:**

*The requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.*

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards.
- Ability to maintain regular, punctual attendance.
- Able to drive between clinics, transporting supplies if needed, up to forty pounds
- Stand for extended periods of time in clinic or outreach setting, up to an hour