



Position Description

Position Title: Interpreter
Department: Operations
Reports To: Chief Operating Officer
Status: Non-Exempt

Summary

The individual will serve in a Spanish language interpreting and translating role for all departments at the Health Centers, as well as greeting, registering, scheduling, and processing patient payments.

Duties & Responsibilities

- Serve as medical interpreter within the patient visit for all departments within the Health Centers with a primary focus on medical patients but including dental, behavioral health, chiropractic and pharmacy patients, maintaining strict patient confidentiality.
- Assist Spanish speaking patients in completing forms, documents and paperwork, including the Healthy Neighbor Plan, providing thorough follow up on any necessary or missing information
- Assist Health Center staff with Spanish language translation of all documents, providing written translation and editing as requested.
- Maintain and update Spanish language patient education material in conjunction with other staff.
- Make patient appointments or accept cancellations using scheduling system; notify staff of the cancellation or same day appointment
- Answer telephone, screen calls, take messages and provide information to Spanish speaking clients
- Promptly return all phone calls and messages to assure a smooth patient flow throughout the Health Centers
- Review charges with Spanish speaking patients and explain Health Centers financial policies
- Respond to routine requests for information from Spanish speaking patients and visitors
- Maintain work area in neat orderly manner
- Assist with billing duties as assigned and attend meetings as required
- Promote the mission, vision and values of the organization in all interactions
- Report to work as scheduled
- Other duties as assigned

Qualifications

The individual must respect the confidentiality of patient information while performing job duties and establish and maintain effective working relationships with patients, employees and public. The individual must also possess a strong knowledge of intake and registration process and insurance billing systems, knowledge of current insurance billing practices, problem solving skills and ability to work without constant supervision.

Education and/or Experience

The individual must have at least four years relevant experience in a Spanish language translator position or an undergraduate degree in a Spanish language program.

Communication Skills

The individual must possess strong oral and written communication skills and the ability to speak effectively before groups of customers or employees of an organization. Communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

Computer Skills

The individual must possess the knowledge of word processing software; ability to learn patient management information system functions of appointment scheduling, charge entry, payment transactions, etc.

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.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting files or paper weighing 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Possesses sight and hearing senses to function adequately so that they requirements of this position can be fully met.

Work Environment

Work is performed in a general office setting. Interaction with others is frequent and interruptive. Work may be stressful at times. Work hours are 40 hours/week for full time employees, 30 hours/week for limited full time employees and less than 29 hours/week for part time employees. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date