Job Title: Part Time Certified Medical Interpreter  
(bilingual in English and Spanish)  
Work Area: Integrated Health  
Location: Memphis, Tennessee  
Start Date: Open  

ABOUT CHURCH HEALTH  
Church Health has served people since 1987 with our clinical services, wellness facility, and outreach programs. The Church Health seeks to reclaim the Church’s biblical commitment to care for our bodies and our spirits.  

ABOUT THE POSITION  
The main function of this job is to serve as medical interpreter for patients, patient families, staff, and document translator to the growing Limited English Proficiency (LEP) and Non English Proficient (NEP) patient population of the Church Health (CH). Relays medical information between speakers of two different languages in compliance with the CH Mission, Values, Policies, Procedures and the International Medical Interpreter Association Standards of Care and Code of Ethics.  

• Helps facilitate successful delivery of services to linguistically diverse population.  
• Explains CH resources, office protocols, and limitations to providers and patients.  
• Serves as a cultural and linguistic resource to both patients and providers to contribute to successful outcomes.  
• Performs duties in a spirit of teamwork and cooperation. Adheres to CH clinic policies and customer relations policies.  
• Provides on-site and telephone interpretation services in Spanish and English for patients, patient families, providers and staff  
• Works to support patient-centered care, ensuring a focus on customer service to CH staff clinicians and the LEP and NEP patient population.  
• As directed by supervisor or medical leadership, schedules or confirms appointments, documents information in CH telephone template, performs data entry, general troubleshooting, filing, copying, scanning, reporting lab and test results to the patient, coordinating patient referrals, and communicating to and from clinical staff.
• Communicates to the LEP and NEP patient population through document translation at the direction of compliance coordinator. Functions will include but not limited to communicating information to the patient that involves patient consent to treat, privacy notice, release of protected health information, test preparation, medication usage, the importance of preventive screening, and wellness principles.
• Utilizes on-line computer systems such as Office 365, CH Intranet, NextGen and other software.
• Assists with on-the-job training and mentoring of interns and volunteers.

EDUCATION REQUIREMENT
• High School Diploma or GED, with college coursework preferred.
• Successful graduation from a medical interpreter education program of at least 40 hours’ duration (candidates must possess Certificate of Completion from a qualifying program).

REQUIRED SKILLS AND EXPERIENCE
• Requires at least one year of work experience in a clinic or healthcare setting.

Skill requirements include:

Strong linguistic skills
• Candidate speaks and writes both English and Spanish fluently
• Candidate has in-depth knowledge about the culture of the person for whom he/she will be interpreting.
• Self-corrects, understands own linguistic limitations, seeks clarification and accepts correction
• Strong writing skills and understanding of translation process

Strong cultural awareness
• Understands language as an expression of culture
• Avoids generalizing and stereotyping
• Uses culturally appropriate behavior and is able to choose appropriate time to clarify or interject
• Is aware of own personal values, beliefs and cultural characteristics which may be a source of conflict or discomfort in certain situations, is able to acknowledge these and/or to withdraw from encounters when these may interfere with successful interpretation
Strong interpreting skills

- Explains role of interpreter to patient and provider
- Recognizes the complexity of the clinical encounter with the added factor of linguistic barrier
- Encourages and fosters direct communication between provider and patient
- Maintains professional distance and integrity
- Diffuses conflict between parties by remaining calm and impartial
- Clarifies instructions and follow-up steps in a diplomatic, effective manner

Ethical competency

- Understands and abides by CH policies on patient confidentiality, informed consent, non-discrimination and by interpreters’ code of ethics and standards of practice
- Demonstrates interpersonal and customer service skills
- Projects positive attitude about the department and the clinic, and offers services to ensure positive experience
- Works as a team member with colleagues and providers
- Addresses concerns raised during/after a patient encounter by encouraging provider to make appropriate referral and/or assisting with making appointment with an appropriate resource and booking interpreter as needed
- Uses effective organizational skills
- Works well under pressure to manage stressful situations
- Flexible to meet scheduling needs and handle often unpredictable changes
- Possesses sound judgment and confidence
- Has ability to handle multiple tasks
- Produces accurate work, pays attention to details

COMMITMENT TO DIVERSITY

At Church Health, we are committed to diversity, striving to create a staff that reflects the diverse communities with which we work. We seek individuals of all backgrounds to join our team.

COMPENSATION

This is a part-time position with benefits and a paid-time-off package. Benefits include healthcare, vision, dental, and 401k savings plan.

HOW TO APPLY

Send resume and cover letter to: jobs@churchhealth.org; please add job title in the title line. Please visit www.churchhealth.org for more information about the Church Health’s mission.