



Job Title: SMHC Interpreter

Position supervision and coordination: SMHC Interpreter and Minnesota Health Care Program Coordinator

Position Summary:

Interpreters provide language services to non-English-speaking individuals to help them communicate with doctors, nurses and other staff in clinic and/or provide information and resource assistance at community wellness events. The interpreter communicates with individuals in their native language for the purpose of sharing information between that patient, their family, staff and volunteer staff. In some circumstances, SMHC Interpreters will be cross trained to provide admitting support to clinics and patients; those general responsibilities have been included in this job description.

RESPONSIBILITIES AND DUTIES:

Demonstrates behaviors of St. Mary's Health Clinics Values:

- The inherent dignity of the individual person
- Health care as a basic human right, regardless of age, gender, religion, ethnic origin, race or ability to pay
- The well-being of the whole person: physical, psychological and spiritual
- Promoting the common good by providing access to health care

Interpersonal Relationships

- Conducts self in a calm, purposeful and professional manner
- Demonstrates respect and support of other volunteer staff
- Is dependable with attendance and arrives to clinic on time
- Establishes and maintains quality service and positive interaction with patients, customers, visitors, all health care providers, and clinical employees

Critical Thinking Skills

- Able to recognize the boundaries between advocate and interpreter, practitioner and interpreter, provider and interpreter.
- Recognition of ethical issues, knowledge of ethical standards and ethical decision-making measured by an individuals' response to scenarios calling for ethical choices.
- Ability to anticipate and recognize misunderstandings that arise from differing assumptions (cultural, societal etc.), expectations of providers and patients and to respond to such issues appropriately

Technical Skills

- A basic understanding of medical protocol and terminology including knowledge of commonly used terms and concepts related to the human body, symptoms, illnesses and medications, and health care specialties and treatments in each language including the ability to interpret or explain technical expressions.
- Ability to sight translate when and where appropriate, brief written translations or written texts such as application forms, signage on medicine labels or consents.
- Provides interpreter services for the patient during their interview and examination with the nurse and physician: communicates follow-up instructions including follow-up appointments with SMHC, specialty referral appointments and diagnostic test appointments. Communicates clear, concise instructions regarding medications dispensed to patients.



- Assists and/or assumes Admissions volunteer intake procedures and makes reminder or scheduling change calls to patients as necessary.
- Uses clinic time, supplies, and other resources efficiently and effectively.

Safety

- Respects confidentiality of all information by sharing that information only with those who need to know. Signs confidentiality statement yearly as volunteer
- Understands and follows safety procedures specifically related to the job duties. Per SMHC policy: volunteers will not use personal phone, phone apps or social media during patient appointments. However, the use of a dictionary phone application is allowed in case the interpreter needs to get the equivalent of a medical term. Eating and drinking is not allowed in exam room, during a patient appointment or in a community encounter.
- Participates in yearly SMHC staff volunteer in-service which aligns to state and community standards for language interpreters.