

## ○ Language interpreters

1. Job title: Language interpreters
2. Context of the Volunteer role in terms of the MHC's objectives
  - Facilitates communication between patients with limited English proficiency (LEP) and their physicians, nurses, lab technicians and other healthcare providers,
  - Involves converting spoken words from one language to another,
  - Ensures that patients receive safe, high-quality care,
  - Assists Providers to develop a better understanding of the patient's cultural background which could influence healthcare decisions, and
  - Work as a team to ensure efficiency and effectiveness.
3. Skills required or preferred
  - Must have oral and written fluency in both English and a foreign language
  - Must be familiar with medical terminology
  - Must exhibit accurate and appropriate interpretation skills at all time
  - Must have strong interpersonal and self-management skills in order to facilitate communication while remaining impartial and objective
  - Must have excellent short-term memory ability
  - Must have the ability to work with diverse client populations, demonstrate a positive and caring attitude, be client focused; value and respect others; demonstrate ethical behavior, teamwork, and collaboration.
4. Responsibilities and Duties
  - Act as a conduit between patients and medical professionals by listening to the professional and orally translating information into a patient's native language in layman's terms. The medical interpreter then translates the patient's response back to the professional, using proper medical terminology.
  - Repeat each utterance completely and accurately in the language of the listener.
  - Remain in the background but may pause the conversation to clarify information, correct misunderstandings, or respond to a patient's discomfort.
  - Translate such information as the reason for a medical visit, past medical history and family medical history, as well as explaining medical and surgical procedures, giving medical care instructions, providing drug information, and scheduling follow-up appointments.
  - Perform other related duties incidental to the work described herein.
5. Training

Provide **the basic knowledge and linguistic tools necessary to perform as a medical interpreter. Said training can be obtained:**

  - Online thru <https://medicalinterpretingtrainingschool.com/>
  - In-house
  - At a local vocational school
6. Supervision

Reports to Clinic Manager/Volunteer Coordinator.