

## UW HEALTH JOB DESCRIPTION

### MEDICAL INTERPRETER

Job Code: 300073	FLSA Status: Non-Exempt	Mgt. Approval: B.Bredlau	Date: September 2019
Department: Diversity & Interpreter Servcs/10240	HR Approval: J. Tokarski	Date: September 2019	

### JOB SUMMARY

Under the general direction of the Interpreter Services Manager, the Medical Interpreter provides accurate and professional language interpretation to UW Health patients, families and staff in a wide variety of settings and specialty areas. This includes appointments at all UW Health clinic locations, and telephonic communication. The Medical Interpreter also serves as a resource to patients, families, faculty and staff connecting them with the appropriate resources for Limited English Proficient patients & families. In addition, the Medical Interpreter assists the Manager daily operations such as scheduling interpreter appointments, processing interpreter payments and maintaining the interpreter database.

Title VI of the Civil Rights Act requires health care institutions to provide language assistance free of charge to all limited-English proficient (LEP) patients. The Medical Interpreter plays a key role in the UW Health ability to comply with the regulatory and accreditation requirements.

### MAJOR RESPONSIBILITIES

Provide Spanish interpretation

- Provide thorough, timely and accurate interpreting for patients, families, faculty, and staff.
- Perform duties following the guidelines provided by the National Code of Ethics and Standards of Practice for Interpreters in Health Care.
- Follow the policy and procedures of the Interpreter Services Department.

Serve as resource to patients, families and staff

- Establish and maintain quality service and positive interaction with patients, families, faculty and staff.
- Explain UW Health resources, office protocols and limitations to patients, families, faculty and staff.
- Assist with patient follow-up as needed.

Support Operational Excellence

- Assist in coordinating and scheduling foreign language and sign language interpreter services. In compliance with UWHC guidelines
- Process payment of interpreters.
- Maintain and update information in database to ensure interpreters compliance with UWHC guidelines.
- Other as assigned by manager

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	High School diploma
	Preferred	Post-high school related coursework/degree
Work Experience	Minimum	One (1) year of interpretation experience
	Preferred	Healthcare interpretation experience
Licenses & Certifications	Minimum	National healthcare interpreter certification (CHI)
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Fluency in written and oral Spanish</li> <li>• Excellent written and oral English/Spanish language skills</li> <li>• Knowledge of medical terminology</li> <li>• Excellent customer service skills</li> <li>• Excellent interpersonal skills</li> <li>• Ability to maintain a high level of confidentiality.</li> <li>• Ability to work in a team environment and to collaborate with a variety of professionals.</li> <li>• High level of self-awareness and cultural competence.</li> <li>• Excellent organizational skills.</li> <li>• Ability to promote an atmosphere of cooperation and mutual support</li> <li>• Ability to work independently and effectively</li> <li>• Ability to listen effectively</li> </ul>

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- Ability to function effectively in a fast paced and changing environment with multiple priorities and objectives
- Ability to use personal computer software applications such as word processing, spreadsheet and database applications.

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

Infants (Birth – 11 months)	Adolescent (13 – 19 years)
Toddlers (1 – 3 years)	Young Adult (20 – 40 years)
Preschool (4 – 5 years)	Middle Adult (41 – 65 years)
School Age (6 – 12 years)	Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>X Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:			

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.