

## SAMPLE JOB DESCRIPTION

### **Certified Senior Medical Interpreter**

This is one of three sample job descriptions (associate medical interpreter, medical interpreter, senior medical interpreter) for you to adapt to your specific hospital needs.

#### **Job Title: Certified Senior Medical Interpreter**

#### **GENERAL SUMMARY/ OVERVIEW STATEMENT:**

Under the general direction of the program manager, the incumbent coordinates the written translation services and medical interpreter training; assists with special projects, serves as a medical interpreter, and represents the program manager in his/her absence. High accuracy in simultaneous, consecutive, and sight translation required. The senior medical interpreter works in compliance with: all office and hospital policies and procedures, particularly those regarding patient confidentiality and informed consent, and performance competencies listed in the IMIA Standards of Practice, and the Interpreters Code of Ethics. Understands and abides by all published Standards of Practice and Codes of Ethics for Medical Interpreters. Also assists department with on-the-job training, mentoring of interpreter practicums as well as other professional development needs of associate interpreters.

#### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

Carry out the duties of the medical interpreter. Support the program manager with daily operations. Support and supervise interpreters in their duties and responsibilities to increase successful outcomes and patient satisfaction with the hospital.

Explain hospital resources, office protocols, and limitations to clinicians and patients; make appropriate referrals; serve as a resource to both patients and providers to contribute to a successful encounter.

#### **Coordinate written translation projects:**

- produce estimates, marketing services, cultivate client relations
- organize and assign tasks to translators and staff interpreters
- translate materials
- produce invoices

#### **Develop and coordinate the interpreters training:**

- compile and organize materials
- develop syllabuses
- deliver training and evaluations

Document encounters on the interpreter tracking system and future appointments on PMIS. Utilize on-line computer systems such as Outlook Express, Organization's directory.

Participate in hospital wide committees, task forces, etc., as assigned

Special projects as assigned.

#### **QUALIFICATIONS:**

- Fluency in English and foreign language(s), both oral and written, both oral and written, at a Superior level according to ACTFL - <http://www.actfl.org/files/public/Guidelinespeak.pdf>
- High level of customer service and a positive approach
- 5 years of experience as a medical interpreter, with a very strong medical vocabulary
- (including vocabulary of medical specialties, to interpret for our medical specialties clinics)
- 2 to 3 years of supervisory experience, preferably in a healthcare setting
- 3 to 4 years as a trainer
- Bachelor's degree required in any area related to science or human services or education (Masters degree preferred)
- Proof of medical interpreter training - minimum of 40 hours (College level interpreting training preferred)
- National Certification required (NAD-RID for ASL interpreters, National Board Certification for spoken language interpreters, see [www.certifiedmedicalinterpreters.org](http://www.certifiedmedicalinterpreters.org))
- Familiar with diversity of cultural/socio-economic backgrounds
- Good interpersonal, organizational, and time-management skills
- Knowledge of computer systems
- Written translation and project management experience
- Good analytical and managerial skills



## SKILLS/ ABILITIES/ COMPETENCIES REQUIRED:

### Strong linguistic skills:

- understands variety of regional accents and linguistic styles and registers
- selects appropriate mode of interpretation for each situation (consecutive, simultaneous or sight translation)
- interprets with highest degree of accuracy and completeness
- self-corrects, understands own linguistic limitations, seeks clarification and accepts correction
- picks up cues from encounter participants regarding level of understanding and/or need for clarification
- strong writing skills and understanding of translation process

### Strong cultural awareness competencies:

- understands language as an expression of culture, recognizes the underlying assumptions of each party about medicine, the encounter, the illness etc.; uses this understanding to empower patient and provider to understand each other better
- avoids generalizations and stereotyping by recognizing that cultural patterns are generalized abstractions
- uses culturally appropriate behavior and is able to choose appropriate time to clarify or interject by respecting the goals of the encounter
- 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 the interpreter to patient and provider
- recognizes the complexity of the clinical encounter and added factor of linguistic barrier
- sets tone of the patient/provider encounter to manage spatial configuration and flow of communication to preserve accuracy and completeness, and to assess and address potential areas of discomfort for patient (age, gender of interpreter, no previous experience with interpreters)
- encourages direct communication between provider and patient
- maintains professional distance and integrity
- diffuses conflict between parties by remaining calm and impartial
- clarifies instructions, follow up steps in a diplomatic, effective manner

### Ethical competency:

- understands and abides by hospital policies on patient confidentiality, informed consent, non-discrimination and by interpreters code of ethics

### Interpersonal and customer service skills:

- projects positive attitude about the department and the hospital, and offers services to ensure positive experience
- works as a team with colleagues and providers
- addresses concerns raised during or after an encounter by encouraging provider to make appropriate referral and/or assisting with making of appointment with right resource and booking interpreter as needed
- supervisory skills
- knowledge of interpreter training techniques and materials

### Organizational skills:

- works well under pressure to manage stressful situations
- flexible to meet scheduling needs and handle often unpredictable changes
- sound judgment and confidence
- ability to handle multiple tasks
- detail-oriented and accurate
- project management skills: project pricing, estimating and sales

Participates in, and contributes to, the successful operation of the interpreters office resulting in the highest level of satisfaction of internal and external clients of the office. Performs duties in a spirit of teamwork and cooperation. Adheres to hospital policies on customer relations and hospitality. Understands the hospital's system of service delivery.

### WORKING CONDITIONS:

Fast-paced clinical and office environment, with frequently changing priorities.

Physically demanding with a lot of walking and standing time.

Emotionally challenging, as some interactions may be highly stressful requiring maturity, composure & sound judgment.

### SUPERVISORY RESPONSIBILITY:

Serves as a backup supervisor when office manager is not available. Supervises interpreter interns.



INTERNATIONAL MEDICAL  
INTERPRETERS ASSOCIATION  
Leading the advancement of professional interpreters

**FISCAL RESPONSIBILITY:** NA

**APPROVAL:** VP / Director

*The above is intended to describe the general contents and requirements of work being performed by people assigned to this classification. It is not intended to be construed as an exhaustive statement of all duties, responsibilities or skills of personnel so classified.*

*Adapted from Mass General Hospital-Medical Interpreter Services Department*