

JOB DESCRIPTION

POSITION TITLE:	Farsi/Pashto Patient Services Aide
LOCATION:	Hope Clinic - Main
REPORTS TO:	Patient Support Team Lead
EDUCATION:	H.S. Diploma required medical interpreter training preferred
WORK EXPERIENCE:	Relevant experience is a plus!
SALARY RANGE:	\$14.50-\$15.00/hour based on experience and qualifications
FLSA STATUS:	Full-time
POSITION TYPE:	Non-exempt
LANGUAGE:	English and Pashto, Farsi, Dari required

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political opinion, national or social origin, etc.

JOB SUMMARY:

Responsible for listening to, understanding, and translating and/or interpreting spoken or written statements from one language to another. Reproduce statements accurately in another language for unique listening or reading audience.

MAJOR DUTIES & RESPONSIBILITIES:

- Greet and assist patients with registration and eligibility;
- Check-in/check-out patients using electronic medical records;
- Facilitate effective communication between two parties that do not speak a similar language by converting one spoken or written language to another;
- Relay concepts and ideas between languages using the most accurate meaning possible;
- At times, when needed convert written materials from one language into another, such as patient handouts, prescriptions, education materials, and appointment information;
- Use dictionaries and glossaries and/or other staff language speakers for reference when needed;
- Translate languages at multiple areas of the clinic including during triage, patient visits with a provider, in the laboratory, front desk, and other areas of the clinic as needed/assigned.
- Interpret both medical terminology and colloquial language;
- Read aloud documents in a language other than that in which they were written.
- Assist with scheduling/rescheduling appointments as needed;
- Support Patient Services team (Front Desk, Call Center, Eligibility, Behavioral Health Department, etc.) with other duties as needed;
- Relay lab results as needed/requested;

- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other duties as assigned to support HOPE Clinic's Vision, Mission and Values.

QUALIFICATION REQUIREMENTS:

- No previous translator/interpreter required but experience in the medical field or as a translator/interpreter is preferred;
- Teamwork mentality is strongly preferred;
- Willingness to assist with translation in all departments;
- Must be fully vaccinated against COVID-19.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

EDUCATION and/or EXPERIENCE:

- High School Diploma or equivalent GED is required
- Interpreter Certificate is a plus!

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and general information with full proficiency in English and other language as listed. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Knowledge of basic math functions is a plus.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Burmese, Vietnamese, Chinese, Arabic and/or Spanish with English), is required.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic

choice in the selection and application of established methods. The job receives frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with customer inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke free and drug free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed