



Heart of Ohio Family Health Centers
Job Description
Interpreter/Somali

Summary: This position supports the Organization in the following manner:
Provides accurate interpretation and translation of critical medical information in direct service to the health care providers who are seeing patients that cannot speak or understand English, when requested by the provider/s.

Reports to: Chief Operating Officer

Supervises: N/A

Dress Requirement: Business casual

Work Schedule:

Monday through Friday during standard business hours
Times are subject to change due to business necessity

Exempt **Non-Exempt**

Job Duties, these are considered essential to the successful performance of this position:

- ✓ Precisely and accurately interprets critical medical advice and information given by the provider into equivalent terminology in the patient's native language.
- ✓ Assists in translating medical text from English on behalf of internal and external customers; may translate patient education information as specifically requested.
- ✓ Establishes and maintains quality service and positive interaction with all patients, customers, visitors, health care providers, and clinical employees.
- ✓ Assists with patient follow-up as necessary, to include contacting patients with appointment reminders.
- ✓ Maintains strict patient confidentiality in accordance with HOFHC policies and standards.

- ✓ Participates, as a condition of assignment, in continuing annual medical interpreter/ translator training provided through HOFHC.
- ✓ Provides occasional services outside of normal working hours on as as-needed basis.
- ✓ Performs miscellaneous job-related duties as assigned.
- ✓ Other duties as assigned

Job Qualifications (Experience, Knowledge, Skills and Abilities)

- ✓ Preferred high school diploma
- ✓ Preferred holder of medical interpreting certificate
- ✓ Willingness to work with all cultural and socioeconomic groups without judgment or bias
- ✓ Demonstrates ability to cooperatively work/mediate with all age groups and family groups
- ✓ Compliance with the HIPAA law and regulation; ability to confidentially retain information, passing only necessary information to those needed to perform their duty
- ✓ Ability to work with minimal supervision and exercise sound independent judgment
- ✓ Excellent familiarity and application with medical terminology

Guiding Principles: Communication, Teamwork, Attitude Diversity and Service

Equipment Operated:

Telephone	Computer	Printer
Fax machine	Copier	Other office equipment as assigned

Facility Environment:

Heart of Ohio Family Health Centers operates in three locations, 882 S. Hamilton Rd, Columbus, Ohio 43213, 2365 Innis Rd, Columbus, Ohio 43224 and 5560 Chantry Drive Columbus, Ohio 43232. All facilities have a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

This position’s primary work area is in an office within our facility

The office area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs

- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person's voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

Indicate Frequency of Factors that Contribute to this Position:

<i>Factor</i>	<i>Frequency</i> , 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed
Normal, steady work pace	2
Randomly changing work pace	2 Maybe as needed to accommodate the organization (there are 3 ctrs)
Fast, sometimes chaotic work pace	1
Independent decisions made without supervision	2
Exposure to trauma, grief, death, etc	1
Exposure to disease or bacteria	1
Handles closed containers or vials of patients' bodily fluids or tissues	0
Required to wear safety clothing or equipment	0
Handles money (cash, checks or credit cards)	0
Interacts personally with public	3
Interacts with public via the telephone, letter, or other non-face-to-face measure	3

I have read this job description and understand the duties and tasks I am to perform regarding my employment. I understand the responsibility that is given to me in maintaining accurate records, superior patient health care, confidentiality and the

confidence that is entrusted to me. I understand that failure to accurately perform the tasks in a superior manner or exercise the duties as stated above will subject me to disciplinary action, up to and/or including termination of employment. I understand that I can seek clarity of duty or responsibility at any time from the CMO. I understand this job description is not a contract of employment and my employment is *at will*.

Signature

Date
