



Career Service Authority

Medical Interpreter Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Supervises medical interpreters, interprets and provides case management services for staff and medical patients who require interpreter assistance.

DISTINGUISHING CHARACTERISTICS

The Medical Interpreter Supervisor class is the highest level in the series and performs first-line supervisory duties. The lower level Medical Interpreter Volunteer Coordinator is assigned to train and assess university students and volunteers and performs full performance level interpretive services.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent. Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various states of completion. Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out the programs and functions of the organization.

Level of Supervision Exercised:

Supervises two or more employees who do not supervise.

ESSENTIAL DUTIES

Supervises medical interpreters assisting patients and staff who require interpretive services and coordinates recruitment of bi-lingual volunteers and university students.

Coordinates patient referrals from medical interpreters to a variety of social and medical service providers and ensures completion of necessary paperwork.

Relays medical advice and response between patient and medical staff, translates documents such as patient educational and instructional materials into patient's native language, and assists patients in completing forms.

Communicates patient needs to caregivers at the Denver Health Medical Center by helping them understand patient culture and subcultural background.

Cooperates with other personnel to achieve departmental and interdepartmental objectives and maintain good employee relations.

Implements safety standards, developing procedures to ensure compliance.

Reviews work upon completion for adherence to guidelines, quality and quantity standards.

Trains and schedules, staff; coordinates work, and evaluates subordinate employees.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides on-going feedback about levels or performance and formally evaluates employees in relation to performance.

Completes required documentation legibly, thoroughly and on time.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

Integrity/honesty - Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

Customer Service - Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Conscientiousness - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Flexibility - Adapts quickly to changes.

Leadership - Interacts with others to influence, motivate, and challenge them.

Self-Management - Sets well-defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

Teaches Others - Helps others learn; identifies training needs; provides constructive reinforcement; coaches others on how to perform tasks; acts as a mentor.

Technical Competence - Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job experience.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinate's performance evaluation program.

Skill in speaking and understanding one or more foreign languages (bilingual) and performing verbally (interpretation) and in writing (translation).

Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.

Physical Demands:

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm or shoulder.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object weighing 10-25 pounds.

Repetitive motions: making frequent movements with a part of the body.

Working Environment:

Mathematical reasoning

Memorization

Oral comprehension

Written comprehension

Accommodation: ability to adjust vision to bring objects into focus.

Near Acuity: ability to see clearly at 20 inches or less.

Atmospheric conditions: conditions that affect the skin or respiratory system.

Contact with patients under a wide variety of circumstances.

Exposed to housekeeping/cleaning agents/chemicals.

Exposed to infections and contagious diseases.

Exposed to odors in kitchen and/or patient areas.

Exposed to patient elements.

Exposed to unpleasant elements (accidents, injuries and illness).

Exposed to unpleasant patient or unit elements.
Handles absentee replacement on short notice.
May be exposed to biohazardous, radioactive substances.
May make home visits.
Pressure due to multiple calls and inquiries.
Subject to long, irregular hours.
Subject to many interruptions.
Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or possession of a GED certificate desirable.

Experience Requirement:

Two years of paid or volunteer experience providing medical interpretive services.

Education/Experience Equivalency:

Baccalaureate Degree in one or more foreign languages may substitute for 6 months of required paid or volunteer experience.

Licensure and/or Certification:

Possession of a Colorado Class "R" Driver's License at the time of application. Applicants must be bilingual, including proficiency in English.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 9/16/95

REVISED DATE: 07/16/03

REVISED BY: Don Braden

CLASS HISTORY Revision of Medical Interpreter Supervisor format and occupational group.