



## Career Service Authority

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# Medical Interpreter Volunteer Coordinator

### GENERAL STATEMENT OF CLASS DUTIES

Supports the Medical Interpreter Program by working closely with the DHMC Volunteer Office to train and assess university students and volunteers interested in providing medical interpretive services, providing interpretive services for absent DHMC employees, and promoting the Medical Interpreter Program to hospital staff.

### DISTINGUISHING CHARACTERISTICS

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

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions. Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee is primarily concerned with the application of standardized practices. Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgment are required within the parameters of the job function.

#### ***Level of Supervision Exercised:***

No supervisory responsibilities.

## ESSENTIAL DUTIES

Works with the DHMC Volunteer Office to inform and educate students and potential volunteers with an interest in providing medical interpretive services.

Performs medical interpreter duties, including oral translation of written documents for patients and staff at the Denver Health Medical Center.

Interviews students and volunteers to assess medical interpretive skills, determine interests and make clinic placement decisions.

Prepares medical interpreter course training manual, skills assessment criteria, ethical guidelines and promotional information to support the goals of the Medical Interpreter Program.

Assists Medical Interpreter Program Manager in training hospital staff in the uses and benefits of the Medical Interpreter Program.

Personally guides students and volunteers to develop their medical interpretive skills or arranges for a similar placement with another qualified medical interpreter.

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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.

Skill in speaking and understanding in English and in 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.

Balancing: maintaining body equilibrium to prevent falling over.

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 hazardous anesthetic agents, body fluids and wastes.

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:**

One year 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.

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt

**ESTABLISHED DATE:** 07/16/03

**REVISED DATE:**

**REVISED BY:** Don Braden

**CLASS HISTORY** New classification.