

Spanish Interpreter

CrossOver Healthcare Ministry is a non-profit organization which operates two free clinics in the Metro Richmond area that offer medical, dental, vision, medications, mental health counseling, social work case management, and community health education to low-income residents who do not have health insurance. Our clinics are located on Cowardin Avenue in South Richmond close to Downtown and Quioccasin Road in Western Henrico County.

Position Summary:

The Spanish Interpreter provides interpretation services necessary to deliver quality, compassionate care to our patient population. Responsible for conducting accurate behavioral health, medical, and general interpreting for the patient care staff, limited English proficient (LEP) patients, their families, and visitors. Through the appropriate interpreter technique training, qualified candidates must have the ability to facilitate a two-person conversation in a triadic relationship, act as a cultural consultant to staff, assess and monitor the patients understandings of the information conveyed, and keeps patient care staff informed as to the level of that understanding.

Key Responsibilities:

- Conducts accurate behavioral health, medical, and general interpretation for patient care staff, LEP patients and their families. Will not delete, add or edit message being conveyed to either party.
- Facilitates a two-way conversation between staff and LEP patient maintaining their role as the "voice" only of the conversing parties.
- Acts as a conduit of the communication process between CrossOver staff and LEP patients in interpreting information
- Acts in accordance with the Interpreter Code of Ethics and National Standards of Practice for Interpreters in Health Care
- Participates as necessary in patient/family behavioral health interventions, medical conferences, and patient education (i.e. diabetes, nutrition, etc.) for LEP patients and/or family/care givers.
- Assists behavioral health providers, physicians, nurses, social workers, and other caregivers in the assessment of various situations that may be culturally different.
- Refers calls for other languages to the appropriate interpreter resource.
- May participate in new employee orientation, provider in-services on using interpreters effectively, employee meetings or forums, as well as train volunteer interpreters.
- Performs other duties as assigned.
- Ability to manage confidential patient information and maintain HIPPA compliance.
- Must be knowledgeable on cultural factors that may have an impact on patient treatment and patient/health care provider communication. The ability to communicate effectively with individuals from all socioeconomic backgrounds is required.

Hours: Full-time, 40 hrs/ wk between 8:15-5:00 pm Monday – Friday (possible occasional evening or weekend hours)

Key Qualifications:

- Bilingual in Spanish/English
- Familiarity with medical environment/diseases (preferred)
- Efficient organization skills
- Clear communication skills
- Comfortable using and entering data into computer
- Ability to work and communicate with diverse populations
- Decision-making skills for unpredictable patient scenarios
- Capacity to multi-task
- Proficient in computer software programs: Excel, Word, etc.
- Ability to model CrossOver core values of Compassion, Integrity and Teamwork
- Skilled at volunteer training and delegating with a welcoming manner
- Bachelor's Degree preferred

Applicants may send a cover letter and resume, including references and salary requirements, to info@crossoverministry.org. No phone calls, please.