

**Spanish Interpreter**

**Volunteer Position Description**

**CrossOver Healthcare Ministry**

The mission of CrossOver is to provide high quality healthcare, promote wellness, and connect community talents and resources with people in need in the name of Jesus Christ. CrossOver is a 501(c)(3) non-profit organization that offers comprehensive healthcare services to the uninsured and medically underserved in our community, including: primary care, specialty care, pediatrics, dental, eye care, mental health counseling, HIV/AIDS care, OB-GYN, medications and medications management, and case management.

**Position Description**

The interpreter position is necessary in carrying out our mission. Interpreters ensure patients have the opportunity to effectively communicate with their medical providers, and understand their medical care. Interpreters may interpret in-person or over the phone, though in-person interpreting is preferred. There are opportunities to interpret in the medical clinic, eye clinic, and OB clinic.

**Responsibilities**

* Accurately and effectively interpret for volunteer clinicians, nursing support, and patients during medical appointments in Spanish
* Interpret in both primary care and various specialty appointments
* Make appointment reminder calls for patients when not interpreting

**Qualifications**

* Fluency in Spanish and English
* Must pass a Language Fluency Assessment administered by CrossOver staff
* Must attend a 1-2-hour training, provided by CrossOver staff, to learn interpreting best practices
* Ability to take direction and partner with paid staff and other volunteers to complete assignments
* Excellent oral and interpersonal communication skills
* Ability to work independently in a fast-paced environment
* Must be at least 18 years of age
* Basic understanding of medical terminology helpful, but not required

**Volunteer Expectations**

* Adherence to CrossOver policies and workplace regulations
* Understand and contribute toward the mission of CrossOver Healthcare Ministry
* Assist the flow of clinic by interpreting accurately for volunteer healthcare professionals and CrossOver patients

**Time Commitment**

A minimum of 2 shifts per month (8 hours total) of volunteer service is expected for this position. Shifts are 4 hours each. This assignment is ongoing.

**Volunteer Schedule**

Volunteer interpreters sign up for shifts on their own. The volunteer hours will fall within the below clinic schedules (please note, our clinics close at 12pm on Fridays; there are no Friday afternoon shifts available):

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| --- | --- | --- | --- |
| **Henrico Clinic**  *8600 Quioccasin Rd. Richmond, VA 23229* | | **Richmond Clinic**  *108 Cowardin Ave. Richmond, VA 23224* | |
| Morning | 8:15am-12:30pm | Morning | 8:15am-12:30pm |
| Afternoon | 12:45-5pm | Afternoon | 12:45-5pm |
| Evening (M&Tu) | 5-8pm | Evening | *None at this time* |

**Work Environment**

* In the clinic, work is performed mostly standing in exam rooms with patients and clinicians; interpreters sit at the interpreter desk in between patients
* In-person interpreting is preferred, however, interpreting over the phone is an option

**Orientation & Training**

* Language assessment – 15 minutes, can be done over the phone with CrossOver staff
* Interpreter training – 1-2 hours practicing medical interpreting with CrossOver staff
* Volunteer Orientation – Before training, the volunteer must attend the one-hour Volunteer Orientation given by the Volunteer Manager.
* Safety Protocol & Compliance Training – Every volunteer is required to complete compliance trainings within the first 30 days of their volunteer service. Trainings are housed on the Litmos learning management system. The volunteer will be given access to the trainings by the Volunteer Manager upon onboarding.

**Supervision & Support**

The supervisor for this volunteer position is the Volunteer Manager. Support for this position is provided by the bilingual staff who conduct the language assessment and lead interpreter training. Additional support is offered by the co-head interpreters.

**Benefits**

* Build upon existing interpreting experience and medical terminology language skills
* Opportunity to contribute toward the mission of CrossOver Healthcare Ministry and give back to the community
* Access to training library – volunteers have access to a library of professional development training through our learning management system
* Volunteer appreciation events
* References for employment or academic purposes, dependent on satisfactory performance

**Discontinuation**

We strongly request that you notify your supervisor and the Volunteer Manager a minimum of two weeks in advance of the time you plan to discontinue volunteering so the schedule can be adjusted accordingly. We would also like your feedback on your volunteer experience to help best improve our volunteer program.

**Location**

Opportunities for this position are available at both clinic locations:

* Richmond clinic: 108 Cowardin Ave. Richmond, VA 23224
* Henrico clinic: 8600 Quioccasin Rd. Richmond, VA 23229

**How to apply:** Please complete a non-clinical volunteer application on our website <https://www.crossoverministry.org/volunteers/> and select “Interpreter” under volunteer interest on the application.