

## Translator and Interpreter Specialist

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**Job Title:** Translator and Interpreter Specialist

**FLSA Classification:** Non-Exempt

**Department:** Scheduling

**Supervisor:** Scheduling Manager

### **Job Summary**

Under the supervision of the Scheduling Manager, the *Translator and Interpreter Specialist* will help communicate the needs of the participants/members to staff.

### **Essential Job Functions**

- Complete New Patient Paperwork with Innovative Integrated Health for Seniors enrollees.
- Maintain excellent customer service skills.
- Use proper phone etiquette.
- Maintain professionalism while on the PACE Floor, PACE Clinic, and on Home Visits.
- Alert staff of any problems, complaints, or issues immediately.

### **Non-Essential Job Functions**

- Attend and participate in staff meetings, in-services, projects, and committees as assigned.
- Adhere to and support the Day Center's policies, practices, and procedures.
- Accept assigned duties in a cooperative manner; and perform all other related duties as assigned.
- Be flexible in schedule of hours worked.
- May require use of personal vehicle.
- May be required to work on Innovative Integrated Health for Seniors floor as needed.
- Other duties may be requested to assist Innovative Integrated Health for Seniors participants and staff, as needed.

### **Working Conditions and Physical Demands**

The working conditions and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to access all areas of the center throughout the workday.

- Ability to lift up to 35 pounds occasionally, 15 pounds frequently, and 7 pounds constantly; required to obtain assistance of another qualified employee when attempting to lift or transfer objects over 25 pounds.
- Ability to communicate verbally with an excellent comprehension of the English language.
- Work is generally performed in an indoor, well-lighted, well-ventilated, heated, and air-conditioned environment.

### **Experience**

- Minimum of one (1) year of documented experience working with a frail or elderly population.
- Experience in a long-term care facility or with a community-based geriatric program preferred.

### **Knowledge, Skills, and Abilities**

- Knowledge of the principles and techniques involved in relating to frail elderly persons.
- Skill in communicating with participants, their families, and other staff members; ability to establish a helping, trusting relationship with participants.
- Demonstrates sensitivity to the needs of older adults as evidenced by a caring approach, patience in providing care, and responsiveness to participant requests.
- Ability to follow directions, verbal and written instructions, and adapt work schedule under supervision.
- Ability to utilize appropriate safety measures when providing care.
- Ability to relate to the public and governmental agencies in a pleasant, patient, and professional manner.
- Ability to work effectively and harmoniously as part of an interdisciplinary team, the elderly, providers of services, and peers in particular.
- Well organized, dependable, flexible, and resourceful.

### **Education and Certification**

- Must possess, as a minimum, a GED or high school diploma.
- Is medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact.

### **Core Values**

- **Respect** at the core of our interactions.
- **Honesty and Integrity** with every endeavor
- **Patient – Centered** care aligned with participant values, beliefs, and preferences.
- **Encouragement** that motivates and empowers others to be the best they can be.
- **Quality Care** that is efficient, transformative and innovative.

### **Acknowledgment**



**I have read** the above job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

**I understand** the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Innovative Integrated Health (IIH) for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work. Furthermore, IIH reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.

**I understand** that employment at IIH is “at will”, meaning that employment is for no definite period of time and may be terminated by me or IIH at any time and for any reason.

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Employee Print Name

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Employee Signature

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Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.