

SAN MATEO COUNTY

Class Title: **MEDICAL INTERPRETER / TRANSLATOR**

Salary: \$19.25 - \$24.07 hourly  
\$1,540.00 - \$1,925.60 biweekly  
\$3,336.67 - \$4,172.13 monthly  
\$40,040.00 - \$50,065.60 annually

**Description**

Under general supervision, provide interpretation and translation services to clients with limited English speaking skills who are seeking health care or who are visitors at San Mateo Medical Center and perform varied clerical duties, telephone dispatching, statistical data gathering, and computer entry.

**Examples Of Duties:**

Duties may include, but are not limited to, the following:

- Provide interpreter services in person and by telephone to limited English-speaking patients and their families.
- Select the appropriate mode of interpretation (consecutive, simultaneous; first or third person).
- Encourage direct communication between patient and provider and ensure that the listener understands the message.
- Manage the flow of communication to maintain accuracy and to build rapport between the provider and patient.
- Recognize and address instances that require intercultural inquiry to ensure accurate and complete understanding.
- Abides by the Interpreter Code of Ethics.
- Translate correspondence, patient protocols, medical procedures and instructions, medical consent forms, and other documents as necessary.
- Perform routine tasks related to maintaining interpretation/translation records; monitoring and reviewing patient appointment flow for staffing projections.
- Locate the language service requested by staff, patients/visitors by utilizing the following resources as appropriate:
  - o Interpreter Services employee
  - o On-Call Language Bank Interpreter
  - o Sign Interpreter
  - o Language Line
  - o Bilingual Employees
- Assist in preparation of brochures, audio-visual materials and written materials for non-English speaking groups.
- Assist in certification of bilingual employees.
- Assist in training lower level interpreters.
- Perform varied clerical duties, telephone dispatching, statistical data gathering and computer entry.
- Perform other related duties, as assigned.

## Qualifications:

### Knowledge of:

- Interpretation/translation of at least one needed language, other than English, including intracultural literary levels, principal idioms and slang.
- Basic hospital organization.
- General medical terminology in English and a second language.
- Legal ramifications of medical interpretation/translation.
- Laws and regulations regarding patient care.
- Modern hospital methods, forms and equipment.
- Ethnic customs, culture and religious attitudes particular to non-English speaking ethnic groups.

### Skill/Ability to:

- Speak, read and write a second language fluently.
- Interact with a wide range of multi-cultural and non-English speaking patients.
- Translate detailed medical/legal information of written materials and documents for patient's signature.
- Communicate effectively with patients, their families and hospital staff.
- Function as liaison between the health care team/physician and patient.
- Assist in the preparation of brochures, memos, other literature, and audio-visual materials relating to hospital policies and procedures.
- Work under emergency or high stress situations.
- Exercise independent problem-solving abilities.
- Establish and maintain cooperative working relationships with all levels of medical, professional, administrative and support personnel.
- Adhere to the professional code of ethics and protocols of the health care interpreter
- Maintain confidentiality.

Any combination of education and experience that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to qualify is:

1. Six (6) months of experience working in an acute care hospital or medical (health care) setting with a culturally diverse population providing interpretation/translation services; or
2. Successful completion of a Medical Interpreter Training Certification Program from a recognized agency specializing in medical interpreter training.

### Language Requirement:

Fluency in one of the needed languages. Successful candidates must pass a language proficiency test.