



Metro Public Health Dept
 Nashville / Davidson County
 Protecting, Improving, and Sustaining Health

Series Title: Interpreter Series	Fair Labor Standards Act (FLSA): Non-Exempt
Salary Grades: Interpreter 1 – ST08 Interpreter 2 – ST10 Interpreter 3 – OR04 Cultural & Linguistic Services Manager – OR05	Approval Date: TBD Effective Date: TBD

Series Objective:

Provides interpretation services for Limited English Proficient (LEP) customers, patients, and all MPH D staff. Interpretation may be rendered over the phone (OPI), via video (VRI), onsite, or in the field. Adheres to the National Council on Interpreting in Health Care (NCIHC) and the International Medical Interpreters Association (IMIA) standards of practice and code of ethics as well as all MPH D rules and regulations.

Major Responsibilities:

- Interprets a variety of oral and written communications between LEP customers, patients, and staff.
- Respects the triadic encounter (patient-provider-interpreter) and understands the parameters of their role in that encounter.
- Interprets interviews and other interactions.
- Demonstrates awareness and sensitivity to the cultural differences of customers to enhance participation and program effectiveness.
- Refers customers, patients, or staff to alternative interpretation sources when subject is beyond the scope of the interpreter’s skill level.
- Participates in continuous study, training and individual or group mentoring sessions to enhance interpreter knowledge, skills, and abilities.
- Continually develops knowledge of medical and other related terminology.
- Participates in sharing and acquiring knowledge, skills, and abilities with other interpreters.
- Maintains a personal session count of all encounters.
- Checks voicemails routinely and follows up on all messages.
- Attends scheduled staff meetings and appropriate trainings.
- Willing and able to work at all MPH D sites on a rotating schedule.
- Performs other duties specifically related to division/program assignment.

Classification	Distinguishing Characteristics (Responsibilities and Competencies are Cumulative)
<p>Interpreter 1</p>	<p><u>Major Responsibilities:</u></p> <ul style="list-style-type: none"> • <u>May work on simple translation or transcription assignments.</u> <p><u>Supervision Exercised/Supervision Received:</u> This is a non-supervisory classification.</p> <p>This classification works under the supervision of the Cultural and Linguistic Services Manager.</p> <p><u>Education and Experience:</u> High school diploma or GED required. Interpretation experience preferred. Candidates must successfully demonstrate an acceptable level of proficiency in a pre-employment assessment of interpreter skills.</p> <p><u>License Required:</u> Valid class “D” driver’s license.</p> <p><u>Performance Standards:</u></p> <ul style="list-style-type: none"> • Must demonstrate an acceptable level of proficiency of target and source languages through a formal assessment process. • Must demonstrate interpreting and communication skills through a formal assessment process. • Knowledge of basic anatomy and medical terminology. • Knowledge of basic nutritional principles, personal hygiene, and general principles of good health. • Ability to work with diverse individuals and groups. • Knowledge of medical interpreter’s ethics and protocols. • Ability to manage the triadic encounter.
<p>Interpreter 2</p>	<p>In addition to the previous responsibilities and competencies:</p> <p><u>Position Objective:</u> Responsible for translating, editing, and proofreading a variety of patient-related materials, including text that pertains to the client’s encounter with a program, such as discharge procedures, program instructions, consent forms, brochures, surveys, and other patient-related documents as necessary.</p>

	<p><u>Major Responsibilities:</u></p> <ul style="list-style-type: none"> • Participates in community outreach events or activities. • Participates in the research and creation of relevant trainings related to division/program assignment. • May conduct program related presentations. • Will work on translations, proofread, and editing assignments. • Complies with all continuing education requirements related to his/her credentials to maintain certification. <p><u>Supervision Exercised/Supervision Received:</u></p> <p>This is a non-supervisory classification. May train and lead the work of Interpreter 1's.</p> <p>This classification works under the supervision of the Cultural and Linguistic Services Manager.</p> <p><u>Education and Experience:</u></p> <p>High school diploma or GED required. Must have 2 years of verifiable work experience working as an interpreter.</p> <p><u>License Required:</u></p> <p>Valid class "D" driver's license. Current national medical interpreting certification issued by NBCMI, CCHI or NADRID within 9 months of appointment.</p> <p><u>Performance Standards:</u></p> <ul style="list-style-type: none"> • Knowledge of basic anatomy and medical terminology. • Knowledge of basic nutritional principles, personal hygiene, and general principles of good health. • Ability to work with diverse individuals and groups. • Knowledge of medical interpreter's ethics and protocols. • Ability to manage the triadic encounter. • Knowledge of multi-cultural communication.
<p>Interpreter 3</p>	<p>In addition to the previous responsibilities and competencies:</p> <p><u>Position Objective:</u></p>

Responsible for coordinating the work related to the InterpreterServices@nashville.gov account with minimal supervision. Must follow internal division/program process for assigning tasks, documenting received requests, and filing of completed translations. Responsibilities aligned with this task includes communicating with coworkers to meet necessary deadlines and communicating with MPHD colleagues regarding assignment turnaround times. Provides direct support to the CLS Manager by prioritizing assignments that require research, expedited turnaround times, or an onsite presentation or session.

Major Responsibilities:

- Complies with all continuing education requirements related to his/her credentials to maintain certification.
- Shares knowledge with co-workers at staff meetings.
- Prepares reports and maintains records; maintains a personal session count for interpreting and translating.
- Coordinates all work related to the maintenance of the program/division's translation database.
- Facilitates program-related educational presentations and trainings.
- Willing and able to be "on-call" when necessary.
- Prioritizes supply and demand when it comes to schedules and assignments.
- Provides accurate and complete translation, editing, review, and/or proofreading assistance.
- Will work on complex translations, reviews, and proofreads. Will prioritize quick turnaround translation assignments.
- Responsible for scheduling interpreting session requests that are received through the InterpreterServices@nashville.gov account and that can be fulfilled by the in-house division/program team.
- Responsible for ensuring that requests received to the InterpreterServices@nashville.gov account, that cannot be fulfilled by the in-house division/program team, are forwarded to the CLS Manager for appropriate follow up.

	<p><u>Supervision Exercised/Supervision Received:</u> This is a non-supervisory classification. May train and lead the work of Interpreter 1's and 2's.</p> <p>This classification works under the supervision of the Cultural and Linguistic Services Manager.</p> <p><u>Education and Experience:</u> Bachelor's degree required. Must have four years of verifiable work experience working as an interpreter. A completed master's degree may be substituted for two years of experience.</p> <p><u>License Required:</u> Valid class "D" driver's license. Current national medical interpreting certification issued by NBCMI, CCHI or NAD-RID within 9 months of appointment</p> <p><u>Performance Standards:</u></p> <ul style="list-style-type: none"> • Ability to work with diverse individuals and groups. • Extensive knowledge of anatomy and medical terminology. • Manages the triadic encounter appropriately. • Extensive knowledge of medical interpreter ethics and protocols. • Extensive knowledge of nutritional principles, personal hygiene, and principles of good health. • Knowledge of multi-cultural communication methods. • Knowledge of written language rules for both the source and target language . • Knowledge of the translation process. • Ability to prioritize work assignments.
<p>Cultural & Linguistic Services Manager</p>	<p>In addition to the previous responsibilities and competencies:</p> <p><u>Position Objective:</u> Performs the professional, technical, and analytical work involved in the development, operation, evaluation, and promotion of the Cultural and Linguistic Services program/division. The Cultural and Linguistic Services Manager performs related duties as required.</p> <p>The Cultural and Linguistic Services Manager provides interpretation for Limited English Proficient (LEP) customers, patients and all MPHD staff. Interpretation may be rendered over-the-phone (OPI), via video (VRI), on-site, or in the field. The Cultural and Linguistic Services Manager will adhere to the National Council on</p>

Interpreting in Health Care (NCIHC) and International Medical Interpreters Association (IMIA) standards of practice and code of ethics as well as all MPHD rules and regulations; and uses these as a guide to evaluate Interpreters 1, 2 and 3. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines. Oversees and coordinates department-wide interpretation and translation services and activities for LEP and Deaf/Hard of Hearing patients. Serves as departmental liaison to other Metro departments and professional agencies in functions related to these areas.

Major Responsibilities:

- Recruits, selects, mentors, trains, schedules, and evaluates interpreting staff.
- Establishes schedules and methods of providing interpretation services.
- Interviews and test potential interpreters;
- Serves as department liaison to other Metro departments, external agencies and professional organizations in related issues.
- Develops opportunities to facilitate skill development for interpreters; conducts related workshops and in-services; prepares and delivers presentations
- Leads discussions with co-workers regarding ethical case studies and other aspects of interpreting at staff meetings or debriefing sessions.
- Title VI Coordinator for MPHD.
- Oversees staff meetings.
- Attends appropriate training.
- Invoicing reports to ELT and management.
- Works with the Public Information team and others to ensure that all non-English advertisements, announcements, and social media postings are appropriate and correct.
- Performs other duties specifically related to division/program assignment.

Supervision Exercised/Supervision Received:

Will train and lead the work of Interpreter 1's, 2's and 3's.

This classification reports to the Deputy Director of the Metro Public Health Department.

Education and Experience:

Bachelors degree required. Must have six years of verifiable work experience working as an interpreter and four years of supervisory experience. A completed master's degree may be substituted for two years of work experience.

	<p><u>License Required:</u> Valid class “D” driver’s license. Current national medical interpreting certification issued by NBCMI, CCHI or NAD-RID</p> <ul style="list-style-type: none"> • <u>Performance Standards:</u> Extensive knowledge of anatomy and medical terminology. • Extensive knowledge of nutritional principles, personal hygiene, and principles of good health. • Ability to work with diverse individuals and groups. • Knowledge of multi-cultural communication. • Extensive knowledge of written language rules for both the source and target language. • Knowledge of the translation process. • Manages the triadic encounter appropriately. • Extensive knowledge of medical interpreter ethics and protocols. • Knowledge of language access laws and guidelines.
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Working Environment/Physical Demands:

- The work is mostly sedentary however, there is some walking, standing, carrying of light items, or driving an automobile. No special physical demands are required to perform the work.
- The work environment involves moderate risk or discomforts, which require special safety precautions, e.g., visiting residences in a high-crime area, working under poor weather conditions, exposure to contagious diseases, etc. Employees may be required to use protective clothing or gear such as masks, coats, or gloves.

NOTE: This job description is not intended to be all-inclusive. This job description has been designed to indicate the general nature and level of work performed by employees within this classification series. Employee may perform other related duties as needed to meet the ongoing needs of the department.