



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, patientspatients, 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.
- ~~Assists customers and patients in completing basic forms and other written communications.~~
- Refers customers, patientspatients, 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.
- ~~Participates in training to enhance and improve the pronunciation, vocabulary, and syntax of a second language.~~
- Continually develops knowledge of medical and other related terminology.
- Participates in sharing and acquiring knowledge, skills, and abilities with other interpreters.
- ~~Prepares reports and maintains records.~~ Maintains a personal session count of all encounters.
- Checks voicemails routinely and follows up on all messages.
- Attends scheduled staff meetings and appropriate trainings.

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- ~~Receives routine medical and/or skill assessments.~~
- Willing and able to work at all MPHD sites on a rotating schedule.
- Performs other duties specifically related to division/program assignment.

Classification	Distinguishing Characteristics (Responsibilities and Competencies are Cumulative)
Interpreter 1	<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. This classification works under the supervision of the Cultural and Linguistics Services Program Supervisor/Manager.</p> <p><u>Education and Experience:</u> High school diploma or GED required. Interpretation experience preferred. Candidates must successfully pass <u>demonstrate an acceptable level of proficiency in</u> a pre-employment assessment of interpreter skills, language proficiency and interpreter/communicative skills administered by a professional interpretation service.</p> <p>Completes and provide proof of 3 hours of interpreting training annually.</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 second language target and source languages through a formal assessment process administered by a professional interpretation service. • Must demonstrate interpreting and communication skills through a formal assessment process. interpretation and communicative skills with passing scores for all relevant languages through a formal assessment process administered by a professional interpretation service. • 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. • Ability to establish and maintain effective working relationships. • Knowledge of medical interpreter's ethics and protocols.

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	<ul style="list-style-type: none"> • Manages Ability to manage the triadic encounter appropriately.
<p>Interpreter 2</p>	<p>In addition to the previous responsibilities and competencies:</p> <p>Position Objective: Responsible for assessing the interest and need for education courses offered by the Cultural & Linguistics Services team. Plays an integral part in researching, creating, facilitating and scheduling courses that are specifically related to the program's assignments including culture, language and effective communication methods in a multi-cultural environment. Works closely with the Training Coordinator to ensure courses are accessible to appropriate personnel. Assists in designing, implementing, and facilitating efforts to create a positive multi-cultural environment within the department.</p> <p>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>Major Responsibilities:</p> <ul style="list-style-type: none"> • Conducts program-related educational presentations. • Participates in community outreach events or activities. • May participate as member of community groups and coalitions as assigned. • Assesses interest and need for language and other cultural education courses annually. May serve as course instructor; works closely with Training Coordinator for course scheduling. • Participates in the research and creation of appropriate-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>Supervision Exercised/Supervision Received:</p>

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This is a non-supervisory classification. May train and lead the work of Interpreter 1's.

This classification works under the supervision of the Cultural and Linguistics Services ~~Program Supervisor~~. Manager.

Education and Experience:

High school diploma or GED requireds. Must have 2 years of verifiable work experience working as an interpreter.

~~Associates degree or higher preferred; Twelve (12) months of interpretation experience with the Metro Public Health Department or a similar organization; and a passing score on a medical interpreter assessment administered by a professional interpretation service with results that demonstrate basic to exceptional command of both languages, sufficient knowledge of medical terminology, procedures and protocol, and necessary proficiency in interpreting skills to function successfully as an interpreter in a medical setting.~~

~~Completes and provides proof of 6 hours of interpreting training annually.~~

License Required:

Valid class "D" driver's license.

Current national medical interpreting certification issued by NBCMI, CCHI or NAD-RID within 9 months of appointment.

Performance Standards:

- ~~• Must demonstrate an acceptable level of proficiency of second language through a formal assessment process administered by a professional interpretation service.~~
- ~~• Must demonstrate interpretation and communicative skills with passing scores for all relevant languages through a formal assessment process administered by a professional interpretation service.~~
- 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.
- ~~• Ability to establish and maintain effective working relationships.~~
- Knowledge of medical interpreter's ethics and protocols.
- Ability to manager ~~Manages~~ the triadic encounter ~~appropriately.~~
- Knowledge of multi-cultural communication.
- Ability to create and facilitate cultural trainings in an appropriate manner.

<p>Interpreter 3</p>	<p>In addition to the previous responsibilities and competencies:</p> <p>Position Objective: Provides interpretation and translation services, including editing and proofreading for MPHD documents, and presentations. Responsible for maintaining a department wide translation database. Assist with coordinating activities with community agencies serving LEP populations and assist with interpreter recruitment. Assist in researching, creating and providing linguistically and culturally appropriate public health messages via the media using strategies that work best for the community. Works closely with the Public Information team.</p> <p><u>R #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.</u></p> <p>Major Responsibilities:</p> <ul style="list-style-type: none"> • Complies with all continuing education requirements related to his/her credentials in order 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. • Creates and maintains a translation databases <u>Coordinates all work related to the maintenance of the program/division's translation database.</u> • Assists in coordinating activities with community agencies serving LEP populations. • Conducts <u>Facilitates</u> program-related educational presentations <u>and trainings.</u> may serve as course instructor. • Participates as member of community groups and coalitions as assigned. • Willing and able to be "on-call" when necessary.
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- Prioritizes supply and demand when it comes to schedules and assignments.
- Provides accurate and complete translation, editing, review, and/or proofreading assistance, as appropriate and requested.
- ~~Works closely with the Public Information team to ensure that all non-English advertisements, announcements and social media postings are appropriate and correct.~~
- 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.

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Supervision Exercised/Supervision Received:

This is a non-supervisory classification. May train and lead the work of Interpreter 1's and 2's.

This classification works under the supervision of the Cultural and Linguistics Services ~~Program Supervisor/Manager.~~

Education and Experience:

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.

~~Associates degree or higher preferred; at least two (2) years of medical interpreting experience. Must have national certification to the extent possible for his/her language pair from the Certification Commission for Healthcare Interpreters, National Board of Certification for Medical Interpreters or from the National Association of the Deaf.~~

License Required:

Valid class "D" driver's license.
Current national medical interpreting certification issued by NBCMI, CCHI or NAD-RID within 9 months of appointment.

Performance Standards:

- Ability to work with diverse individuals and groups.

	<ul style="list-style-type: none"> • Extensive knowledge of anatomy and medical terminology. • Manages the triadic encounter appropriately. • Extensive kExtensive 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. • Extensive knowledgeKnowledge of their working-written languages <u>rules for both the source and target language</u>. • Knowledge of the translation process. • Ability to prioritize work assignments.
<p>Cultural & Linguistic Services Manager Program Supervisor</p>	<p>In addition to the previous responsibilities and competencies:</p> <p>Position Objective: Performs the professional, technical, and analytical work involved in the development, operation, evaluation, and promotion of <u>the Cultural and Linguistics Services program/division</u>. <u>The Cultural and Linguistics Services Program Supervisor</u> Manager performs related duties as required.</p> <p><u>The Cultural and Linguistics Services Program Supervisor</u> 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. <u>The Cultural and Linguistics Services Program Supervisor</u> Manager will adhere to the National Council on 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.</p> <p>Major Responsibilities:</p> <ul style="list-style-type: none"> • Recruits, selects, mentors, <u>trains</u>, schedules, and evaluates interpreting staff. • Establishes schedules and methods of providing interpretation services. • Interviews and test potential interpreters; tests employees in the language bank.

- 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 ~~as needed.~~
- ~~Able and willing to train staff and providers.~~
- Leads discussions with co-workers regarding ethical case studies and other aspects of interpreting at staff meetings or debriefing sessions.
- Title VI Coordinator for MPH.D.
- ~~Participates in on going language, interpreter, and communicative assessment process annually.~~
- 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.

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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.~~works under the supervision of the HR Manager.~~

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.

~~Bachelor's degree in appropriate field; at least 5 years of interpreting or translating experience. Some supervisory experience preferred. Must have national certification to the extent possible for his/her language pair from the Certification Commission for Healthcare Interpreters, National Board of Certification for Medical Interpreters or from the National Association of the Deaf.~~

License Required:

Valid class "D" driver's license.
Current national medical interpreting certification issued by NBCMI, CCHI or NAD-RID

Performance Standards:

	<ul style="list-style-type: none"> • Must demonstrate good leadership skills. • 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 <u>written language rules for both the source and target language.</u> their working written languages. • Knowledge of the translation process. • Ability to prioritize work assignments. • Manages the triadic encounter appropriately. • <u>Extensive knowledge of medical interpreter ethics and protocols.</u> • Ability to provide professional development for the interpreting staff. • Must demonstrate great organizational skills. • 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.