

Volunteer Interpreter Position Description

Area: Social Work Department - Language Interpreters Program (LIP), NIH Clinical Center

Job Title: Volunteer Interpreter

Immediate Supervisors: TBD

Days and Times Needed: Monday – Friday 8:00am-5:30pm & on call (Variable Shifts)

Purpose:

To facilitate communication between Limited English Proficiency (LEP) patients and English speaking staff by providing skilled language interpretation services.

Description:

Under the direct supervision of the Language Interpreters Program Coordinator, the Volunteer Interpreter will provide Language Interpretation Services to patients who are unable to communicate in English. The Volunteer Interpreter will interpret from source to target language in consecutive or simultaneous mode after receiving orientation, shadowing professional interpreters, learning appropriate terminology, basic medical information on research studies, and general layout of the hospital. The Volunteer will serve as an Interpreter for doctors, nurses, social workers, and all other health care professionals.

Duties/Responsibilities:

Report to SWD, LIP Section (Rm. 2-3581). Check-in with Maria Elena Guzman (Program Specialist) or Brenda Robles to obtain schedule of assignments, receive daily updates, to communicate completion of assignments, and to express availability for pending or unscheduled assignments. As an integral member of the LIP Team the Volunteer Interpreter will provide linguistic support in favor of the successful daily operations of the program. This will include the following points:

- Attend all assigned encounters with punctuality, respect, and professional demeanor.
- Demonstrate flexibility when last minute changes or emergencies affect the scheduling Calendar.
- Adhere to the standards, ethics, and professional rules of comportment outlined in the LIP Manual.
- Report any problems, conflicts, or needs (personal or patient driven) to the LIP Coordinator for swift and effective resolution.
- Promptly notify Maria Elena Guzman if unable to attend a scheduled shift or assignment.
- Assist the FTE Interpreters, Intern, and other Volunteers in assignments as needed.
- Notify Maria Elena or Brenda Robles at the end of each shift.

Volunteer Interpreter Requirements:

- Must possess 100% English fluency and be a Native speaker of the additional language.
- Should have formal bilingual education with medical interpretation or translation training.
- Must display aptitude to work with diverse ethnicities, excellent communication, and customer service skills.
- Must pass a Medical Interpreter Evaluation and Skills Assessment Test (Written and Oral) with a minimum pre-established composite score.
- Must respect patient confidentiality at all times.
- Will not discuss a patient's condition or verbalize assumptions or opinions regarding patient conditions or visitor inquiries.
- Must wear their volunteer badge at all times

Position-Specific Training Required – Clinical Center required training must be completed.