**Open Door Clinic (ODC)**

**Volunteer Medical Interpreter Position Description**

**Description**

Volunteer medical interpreters facilitate communication and understanding between Limited English Proficiency (LEP) patients and medical providers and clinic staff. The volunteer interpreter’s primary role is that of conduit, accurately and completely interpreting everything that is said by both providers/clinic staff and patients throughout a patient’s medical visit. The interpreter will primarily use consecutive interpretation mode during patient interactions and may, depending upon target language, be asked to sight translate Open Door Clinic documents and/or health education materials. Interpreters will assist patients with new patient intake forms and processes and assist in updating patient information as requested by Open Door Clinic staff.

**Duties/Responsibilities**

* Interpret patient/clinic staff interactions accurately and completely
* Sight translate ODC documents and/or health education materials as necessary
* Assist patients with new patient intake forms and processes
* Assist in updating patient information as requested by ODC staff
* Ask for assistance and/or clarification when challenges or questions arise
* Adhere to ethical standards of interpreting as outlined in training materials/interpreter volunteer handbook
* Maintain patient confidentiality as outlined in ODC’s Confidentiality Policy
* Refrain from engaging in external patient relationships during clinic hours/while onsite and while interpreting at external appointments
* Arrive to appointments/clinics on time and ready to interpret
* When interpreting at clinic, check in with ODC staff for assignments/overview of the clinic’s interpreting case load upon arrival
* Wear ODC volunteer nametag throughout each interpretation session
* Submit encounter form to ODC Outreach Coordinator after each offsite interpretation session
* If you should need to cancel an interpretative session for which you have been scheduled, advise ODC’s Outreach Coordinator as soon as possible.
* Contact Outreach coordinator for scheduling and with any concerns/questions

**Volunteer Interpreter Requirements**

* High school/secondary school graduate
* English and target language fluency
* High degree of professionalism and ability to establish and maintain appropriate boundaries
* Understanding of and ability to maintain patient confidentiality
* Previous cross-cultural experience
* Must complete ODC and/or other medical interpreter training program