

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

BILINGUAL INTERPRETER

FLSA STATUS:

NON-EXEMPT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform medical interpreter/translator work in a public health clinic or other related and assigned areas. This position will be part of a multi-disciplinary team facilitating health related communication between medical and support staff and patients in clinic, home and, possibly, other related settings. Interpreter / translator work will primarily utilize both English and Spanish languages. Duties and responsibilities include assisting clinic patients, scheduling patient appointments, obtaining patient information and documentation, determining eligibility for clinic services or TennCare services, preparing patient charts, performing data entry, maintaining patient files/records, processing documentation, answering the telephone, and performing other duties as assigned. Reports to Interpreter Supervisor.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Interprets or translates communication between medical staff and non-English/limited English speaking patients, including women patients needing pre-natal, post-partum or family planning care.

Assists non-English/limited English speaking patients, or other staff working with these patients, in filling out a variety of forms for program eligibility, registration, check-out and medical history

Translates written materials from English to Spanish and vice versa; utilizes simultaneous and/or consecutive forms of translation; translates medical documents from patients' native land; manages flow of communication and speed to capture and translate all necessary information.

Explains clinic policies and procedures to non-English/limited English speaking clients

Explains medical treatment/procedures and instructs clients in health education, with guidance from health department staff; understands and interprets complicated medical terminology, including regional slang.

Maintains and respects confidentiality of all involved in interpreter, patient and provider encounters.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing; patient tracking; performs basic maintenance of computers and office equipment, such as replacing paper, ink, toner.

Prepares or completes various forms, reports, correspondence, patient charts, TennCare temporary authorization forms, Tennessee Child Health Record forms, bills, inmate transfer documentation, or other documents.

Receives various forms, reports, correspondence, insurance cards, proof of patient identification or income, immunization records, ICD-9 codes, CPT codes, medical books, TennCare guides, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Greets clinic visitors; ascertains nature of business; provides information or assistance as appropriate; directs visitors to appropriate person.

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Prepares patient charts; enters patient information into computer database; updates records to reflect changes in information.

Prepares and maintains computer records and hard-copy records.

Utilizes appropriate medical terminology, ICD-9 diagnosis codes, and CPT procedure codes to ensure accuracy of communications with patients/staff, completion of patient charts, and billing for services provided.

Completes work at assigned workstation that is determined by the supervisor.

Must work hours as scheduled.

Maintains computerized and hard copy patient records and department files; retrieves and/or revises patient information from computer system; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files.

Schedules patient appointments; contacts patients regarding appointment changes, reminders or other information.

Conducts personal interviews to register incoming patients; obtains necessary information and documentation from patients; reviews required forms for accuracy and completeness; verifies patient information, such as identity, social security number, income, address, citizenship, and insurance information.

Performs general/clerical tasks, which may include typing documents, making copies, sending/receiving faxes, filing documentation, receiving/processing incoming mail, or preparing outgoing mail.

Assists in training new employees in office procedures.

Answers the phone; provides information; records/relays messages or directs calls to appropriate personnel; returns calls as necessary.

Receives/processes requests for copies of patient medical records; initiates requests for copies of medical records from other health care providers.

Communicates with supervisor, employees, patients, the public, outside agencies and other individuals as needed to coordinate work activities, review status of work, exchange information or resolve problems.

Maintains inventory of departmental supplies, medical supplies, and other materials; ensures availability of adequate supplies/materials to conduct work activities and meet patients' needs; initiates requests for new or replacement materials.

Follows safety procedures, utilizes safety equipment, and monitors work environment to ensure safety of employees, patients, and other individuals; ensures adherence to established infection control procedures and security procedures; monitors security of medications, medical instruments, and other supplies.

Maintains a working knowledge of procedures, rules, and regulations, as well as other applicable laws/regulations; attends workshops and training sessions as appropriate.

Assumes responsibility for professional growth and keeps skills up to date.

Always responds to and reports immediately if called upon by local, regional, or central office supervisors, as part of a coordinated emergency response by the Department of Health.

Explains TennCare system to patients, including eligibility, services available, Managed Care Organization availability, Primary Care Provider availability, and the utilization and referral process.

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Determines patient eligibility for clinic services and type of services needed; verifies patient eligibility for TennCare or private health care insurance coverage through use of computer programs; establishes appropriate source for payment of requested medical services.

Determines TennCare Presumptive financial eligibility of pregnant women; completes appropriate paperwork and issues temporary authorization forms.

Issues W.I.C. Program vouchers to eligible individuals for participation in supplemental food program for pregnant women, infants and children with nutritional risk; controls/maintains voucher inventory; balances voucher log books.

Determines patient's eligibility for baby formulas; issues correct formula to eligible patients; maintains inventory of baby formulas.

Performs TennCare outreach activities, such as making telephone calls, mailing letters/postcards, making, or performing other tasks as assigned.

Assesses immunization status of children and adults; determines which immunizations are needed; secures immunization records from other providers; issues Tennessee Child Health Record needed for entry into all Tennessee school systems.

Collects fees from patients; records/posts payments and issues receipts; prepares bank deposits and transports daily receipts to bank; balances cash drawer.

Provides administrative support for off-site functions, such as health fairs or limited-service clinics.

Issues birth certificates on site to persons born in Tennessee after 1949; issues death certificates for persons whose death occurred in Rutherford County.

Conducts voluntary paternity acknowledgements for children, ensuring both parent's names appear on the child's birth certificate.

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include making copies, sending/receiving faxes or processing mail.

Provides assistance to other employees as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's Degree in foreign language or related field preferred but high school diploma or GED acceptable; supplemented by 2 years previous experience and/or training involving fluent bi-lingual writing and speaking in both English and Spanish with an emphasis in a health care field; knowledge of interpreting techniques and the profession's code of ethics; an understanding of the cultural differences of the two languages is desired; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must be able to pass the competency assessment for medical interpreters currently in use by the Tennessee Department of Health. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to non-English or limited English speaking persons regarding the application of procedures and standards to specific situations; requires the ability to treat persons in a professional and culturally appropriate manner.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to communicate information and ideas in multiple languages including English and Spanish; the ability to read and understand written information and ideas in both English and Spanish; the ability to speak clearly in English and Spanish so that others can understand; the ability to explain complicated medical terminology; and the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). Tasks require extended periods of walking and standing.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues or signals. Requires the ability to perceive information spoken at normal spoken word levels; ability to focus on a single source of sound in the presence of other distracting sounds.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as odors, fumes, toxic agents, disease, pathogenic substances, or violence.

PHYSICAL DEMANDS ANALYSIS

1. **STANDING AND WALKING**

Estimated Total Hours: 6 Maximum Continuous Time: 1.5

2. **SITTING**

Estimated Total Hours: 1.5 Maximum Continuous Time: 15 minutes

3. **LIFTING/CARRYING**

Objects:

Weight	Hourly	Daily	Weekly	Monthly	Never
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<10 lbs		X			
11-25 lbs					X
26-50 lbs					X
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

4. **PUSHING/PULLING**

Objects: medical charts, office equipment
Height of hands above floor during push: waist

5. **BENDING/SQUATTING/KNEELING**

Tasks: only general everyday office work
Frequency: approx 10 minutes a day

6. **REACHING**

Tasks: only general everyday office work
Hands Used: RIGHT LEFT **BOTH X**

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Front/back/side	20 min daily	Within 1 foot	3-8 lbs
21-36"	N/A	N/A	N/A	N/A

7. **WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise	SELDOM	
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting		X
Computer Monitor Screen Glare	LITTLE	

Inside Building	99.5 % of time
Outside	.5 % of time

8. **OTHER JOB DEMANDS**

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	VERY LITTLE	
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

9. **LIST TOOLS, EQUIPMENT AND MATERIALS USED**

General office equipment.

10. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		1.5 HOURS DAY
Grasp		X	
Fine Motor i.e: writing, twisting hands or wrist, etc		X	

Exemption Status Test (Administrative Employee)

~ Answer the following to determine whether a worker is misclassified as an exempt administrative employee:

1. Regularly receives a predetermined amount constituting all or part of the employee's salary, which is not subject to reduction because of variations in the quality or quantity of work performed.

Yes

2. Is the employee's primary duty performing office or non-manual work directly related to the management or general business operations of the employer or the employer's customers?

No

3. Does the employee exercise discretion and independent judgment with respect to matters of significance? That is, does he evaluate and compare possible courses of action and then make a decision or recommendation after considering the various possibilities?

Yes

4. Is the employee paid the equivalent of at least \$455 per week on a salary basis?

Yes

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date