

Volunteer Service Description

<i>Position Title: Volunteer Interpreter With Interpreter Services</i>	
<i>Objective:</i>	To assist the staff with meeting the high demands of Limited English Proficient (LEP) patients in communicating non-medical information. This will provide comfort measures and improve our customer service for our patient's and visitors in the Medical Center.
<i>Hours:</i>	Monday – Friday 8:00am – 5:00pm Saturday 8:00am – 12:00pm
<i>Qualifications:</i>	Friendly positive attitude. Works well with patients, staff and visitors. Intermediate or advanced fluency in English and a second language. Requested languages are: Spanish, Russian, Hmong, Chinese-Cantonese, Lao, Mien, Cambodian
<i>Training:</i>	Hospital orientation and specific departmental orientation.
<i>Competencies:</i>	Confidentiality Phone etiquette Pass interpreter services oral certification at the basic level.
<i>Responsibilities:</i>	Assist staff with status reports in specified departments. Assist staff with calling patients and setting up appointments for departments in the hospital and out-patient clinics. General office duties in Interpreter Services department to include: Filing and answering phones.