



Catholic Family Center is seeking **PER DIEM Language Service Interpreters** in our Refugee Immigration and Employment Services program. ***Our Language Services group assists refugees in Rochester by providing face-to-face interpreting and document translation services to a wide variety of organizations that serve them.***

Work Schedule: As needed (varies).

***Interpreters needed for the following languages:***

ARABIC, FARSI, HINDI, SWAHILI, FRENCH, NEPALI

### **General Description**

Under general supervision, the incumbent serves as a medical and community interpreter for Limited English Proficiency (LEP) individuals served by Language Service's customers in the consecutive, simultaneous, and sight translation modes. Relays critical information between speakers of two different languages in compliance with Language Services' and its customers' policies and procedures, particularly relating to patient confidentiality and informed consent, adhering to the Language Services' "Standard of Performance", and the Medical Interpreter's Code of Ethics.

### **Essential Duties and Responsibilities**

- Helps facilitate successful delivery of services to linguistically diverse consumers for internal and external CFC Language Services' customers.
  - Selects appropriate mode of interpretation for each situation.
  - Interprets with highest degree of accuracy and completeness in consecutive, simultaneous and sight translation modes.
  - Self-corrects, understands own linguistic limitations, seeks clarification and accepts correction.
  - Practices active listening and picks up cues from encounter participants regarding level of understanding and/or need for clarification, as well as understanding of interpretation process.
  - Understands language as an expression of culture, recognizes the underlying assumptions of each party about the encounter, its content and context; uses this understanding to empower patient and provider to better understand each other.
  - Explains role of the interpreter to patient and provider.
  - Recognizes the complexity of the clinical encounter and added factor of linguistic barrier.
  - Sets tone of the patient/provider encounter to manage spatial configuration and flow of communication to preserve accuracy and completeness, and to

- assess and address potential areas of discomfort for patient (age, gender of interpreter, no previous experience with interpreters).
  - Encourages and fosters direct communication between provider and patient.
  - Maintains professional distance and integrity.
  - Diffuses conflict between parties by remaining calm and impartial.
  - Clarifies instructions, follow up steps in a diplomatic, effective manner.
  - Understands and abides by Language Services' and its customers' policies on patient confidentiality, informed consent, non-discrimination and by interpreters code of ethics and standards of practice.
- Serves as a cultural and linguistic resource to both patients and providers to contribute to successful outcomes.
  - Intervenes as intercultural mediator when communication is compromised by culture-bound messages.
  - Avoids generalizations and stereotyping
  - Uses culturally appropriate behavior and is able to choose appropriate time to clarify or interject by respecting the goals of the encounter.
  - Is aware of own personal values, beliefs and cultural characteristics which may be a source of conflict or discomfort in certain situations, is able to acknowledge these and/or to withdraw from encounters when these may interfere with successful interpretation.
- Utilize on-line computer systems such as Outlook and medical interpreter scheduling software.
- Flexible to meet scheduling needs and handle often unpredictable changes.
- Maintains composure and a professional demeanor under stressful, distracting, or challenging situations.
- Maintains up-to-date professional knowledge through reading, workshops/trainings and conferences, as appropriate.

## **Qualifications**

**Education:** Associate's Degree in a related field preferred. Equivalent Combination of education and experience will be considered.

**Credentials:** Valid and clean NYS Driver's License. Medical and/or Community Interpreter course is also preferred.

**Experience:** Ability to speak English and at least one additional language. Minimum of one year of experience providing language interpreting services on a paid or volunteer capacity. Must be proficient with Microsoft Outlook, and experience with online-based platforms is preferred. Experience working in multicultural environments and/or human services field is preferred.

**Physical Demands/Work Environment:** The physical demands/work environment described here are representative of those that must be met by an employee to successfully perform the essential

functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear, stand, walk, use hands to type and/or perform light lifting. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. The noise level in the work environment is usually quiet.

Compliance: Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing and documentation standards. All duties must be performed in accordance with CFC's corporate compliance program. Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive. Employees will follow other instructions and perform other related duties as required.

**Candidates interested in applying may do so online:**

<https://www.cfcrochester.org/about/careers-at-cfc>

OR, cover letters/resumes may be submitted to HASpencer@cfcrochester.org

***\*\*\*Catholic Family Center is committed to leveraging the talent of a diverse workforce to create great opportunities for our agency and our people. EOE/AA Disability/Vet***