



Today's Date: September 15, 2022

Job Listing: Interpreter-Clinic Assistant: Family Practice Clinic. Ottumwa, Iowa (FULL TIME POSITION; 40 Hours per week)

BILINGUAL ENGLISH-SPANISH REQUIRED

Duties: Available to provide translation, interpretive services for Spanish speaking patients during clinic business hours. Works as a member of the care team to perform all defined services and other related duties in accordance with the mission of the River Hills Community Health Center (RHCHC). We are willing to train the needed clinic assistant skills.

DUTIES AND RESPONSIBILITIES:

1. Assists with scheduling appointments for Spanish-only speaking patients.
2. Provides Spanish translation services for all clinic processes.
3. Provides relief for receptionist, acts as 'backup' receptionist.
4. Provides intake services for new patients and all Spanish-only speaking patients.
5. Obtains complete medical history and vital signs/ measurements on patients as directed and documents the information accurately.
6. Promotes self-care and achievement of goals through assisting with health education to patients and families, eliminating language barriers, and facilitating access to the care team.
7. Assists Spanish only speaking patients with questions they may have about scheduling, medical treatment, or patient fees. Assists other employees with this process as appropriate.
8. Assists medical providers with the clinical examination and helps with the discharge of the Spanish-only speaking patients.
9. Makes follow-up phone calls to Spanish-only speaking patients in regards to their lab results, diagnostic test results and medication refills.
10. Performs various other clerical and Clinic Assistant duties as assigned or required.
11. Supportive of the service-oriented atmosphere as stated in RHCHC Mission and Philosophy Statements.
12. Follows RHCHC policies and procedures.
13. Maintains a safe working environment and practices safe working habits.
14. Assists in control of River Hills Community Health Center's resources.
15. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.

16. Other duties as assigned by supervisor.

MINIMUM QUALIFICATIONS:

Education: High school diploma required. Successful completion of a Certified Nurse's Aide Program desired.

Knowledge, Skills and Abilities:

- a. Intermediate language, intermediate math, and intermediate reasoning ability.
- b. Basic computer skills.
- c. Ability to interact with diverse groups of people
- d. Ability to prioritize and process information quickly and accurately.
- e. Ability to manage busy patient schedule to keep patient appointments on schedule.
- f. Strong interpersonal skills.
- g. Ability to interact with patients and guests in a professional, calm, tactful, and welcoming manner.
- h. Fluent in Spanish.
- i. Ability to understand and interpret medical terminology in English and Spanish.
- j. Ability to demonstrate competency in Clinic Assistant skills.

Hours: Varied hours Monday through Friday, 7:30 a.m. to 7:00 p.m. All scheduling is subject to change at any time.

Supervisor: Family Practice Nurse Manager

Deadline: Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to Steve Haigh, HR Director at recruiting@riverhillshealth.org

Or, mail to:

River Hills CHC
PO Box 458
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.