



JOB DESCRIPTION
CLIENT SERVICES ASSOCIATE/INTERPRETER

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: (Other duties may be assigned)

INTERPRETER RESPONSIBILITIES:

1. Interpreting client information in the following ways:
 - a) Acts as interpreter for all Spanish-speaking clients in the clinic.
 - b) Obtains demographics and medical history from all prenatal clients, interpreting for Spanish speaking clients as needed.
 - c) Relays financial information regarding payments required by our partners when clients transfer to other OB Providers after the first 16 weeks.
 - d) Calls clients to remind them of their prenatal appointments and/or required client meetings.
 - e) Works with the nurses and clients to ensure that the clients understand all medical information shared plus the different programs that our center/clinic offers (i.e. classes, support groups, Bible study, etc.)
 - f) Copies client records and distributes as appropriate (mail, fax, email).
 - g) Acts as an Interpreter assisting by phone in communicating with Spanish-speaking clients when not physically present in the office.
 - h) Helps with translating written materials into Spanish (forms authorizing the release of medical information, client sign in sheets, etc.).
 - i) When necessary, refers clients to other local resources for assistance of various kinds.
 - j) Works with medical personnel during prenatal clinic to educate our Spanish clients regarding dos and don'ts of pregnancy, nutrition, growth and development of the baby, etc.
 - k) Helps client make appointment when transitioning to another OB/GYN clinic.
 - l) Follows up with client once baby is born to ensure all is well with mother and baby, and to encourage mother to attend English class or support group meetings.
 - m) Other duties as required.

CLIENT SERVICES RESPONSIBILITIES:

- a. Greet clients and answers phone (CONFIRM CLIENT PHONE NUMBER AND ADDRESS AT EACH VISIT).
- b. Obtains proper chart and ID, make copy if needed.
- c. Have client fill out intake sheet and review intake sheet after completion to make sure it is filled out properly.
- d. Prepare client chart and locate returning clients' charts.
- e. Make copies of needed paperwork.
- f. Inform nurse when client is ready.
- g. Present in exam room during interview, ultrasounds, pap smears and clinical exams with Nurse/Nurse Midwife/Physician as needed.
- h. Other duties as required.

EDUCATION and/or EXPERIENCE: High School Diploma required. Interpreter certification or prior work experience preferred.

WORK ENVIRONMENT: Professional office setting and a presence in the community.

TRANSPORTATION: The employee will provide his/her own vehicle for occasional transportation to community meetings and meetings with constituents.

PHYSICAL DEMANDS: Requires ability to access various community locations, some light lifting, and occasional carrying of objects up to 40 pounds.

Job Type: Full-Time Monday through Thursday (9:00 am-4:00 pm)

Salary: \$16.00-\$18.00 per hour

Paid time off