



Position Title: Spanish Interpreter
Manager Position: Lead Medical Assistant

Result Statement:

To help facilitate communication between Spanish- and English-speaking people and reinforce dignified Full-Circle healthcare.

Tactical Work Responsibilities:

1. _____ Translate between a Spanish speaking individual and providers, clinical staff, or any other Carousel team member.
2. _____ Translate written material upon request.
3. _____ Make eye contact and greet every person for whom you will translate with a smile, saying, "Hello, my name is _____, I will be translating for you today."
4. _____ Contribute to a positive work environment by respecting and willingly serving other team members and refusing to tolerate unacceptable treatment of others.
5. _____ Participate in daily pre-shift huddles.
6. _____ Support clinical staff by cleaning exam rooms, keeping inventory of DVDs, handouts, and exam room supplies, and other duties when not translating.
7. _____ Practice HIPAA compliance at work and off duty.
8. _____ All other duties as assigned.

Company-wide Standards

1. _____ All OSHA, HIPAA, and other government regulations will be followed.
2. _____ All work will be performed according to company policies, procedures, and standards inherent in all position contracts, employee handbooks, and ongoing policy changes. The information included in these documents is proprietary.
3. _____ You will hold all team members to a high standard of performance.
4. _____ All duties will be performed diligently and efficiently.

5. _____ Carousel will be a safe, fun workplace in which every team member is valued, respected, and given an opportunity to fulfill their aspirations.
6. _____ Employees will be committed to living out Carousel's mission and be proud to come to work everyday.
7. _____ World-class customer service standards will be performed at all times.
8. _____ A smile and cheerful attitude will be part of your uniform.
9. _____ Employee dress code including name badges above the waist will be worn at all times
10. _____ You will take responsibility for keeping the appearance of the offices clean and organized. Facilities problems will be addressed immediately.
11. _____ Attendance, punctuality, and other employee policies as recorded in the employee handbook will be adhered to.
12. _____ Company email only will be read twice a day and responded to within 24 hours.
13. _____ Legal and company policy violations will be reported to your manager.
14. _____ Other assigned duties will be performed without complaint.

Position Specific Standards

1. _____ During your shift, you will be readily accessible to the providers at all times.
2. _____ While at the nurses station, you will be aware of and ready to translate for Spanish only patients listed on the whiteboard.
3. _____ You will seek to constantly improve the speed and accuracy with which you translate.
4. _____ When the schedule is slow, you will report to the Office Manager or Lead MA for other duties.
5. _____ You will translate exactly what the provider says and refrain from adding your own opinion.
6. _____ You will work to gain the providers' trust as an interpreter.
7. _____ Methods for making the providers more efficient will be pursued.

8. ____ During a patient disagreement, you will remain calm and keep from escalating the situation when translating.
9. ____ Lifting and bending and spending long hours on your feet will be expected.

Spanish Interpreter Agreement

You are an extremely valuable member of our Carousel team. Your skills ensure that our medical providers properly diagnose and treat illnesses for our Spanish-speaking population. For Carousel to achieve its mission of providing dignified, Full-circle health care for all children, it is imperative you perform your job excellently and with pride. Remember, your attitude is contagious, and your ability to encourage and inspire high standards of customer service is essential for your team to treat each patient with dignity.

By signing below, you are accepting the accountabilities of this position and agree to produce the results, perform the work, and meet the standards set forth in this position contract.

Print Name

Signature

Date

Lead Medical Assistant Agreement

As your manager, I agree to provide a working environment, necessary resources, regular feedback, and appropriate training to enable the accountabilities of this position to be accomplished.

Print Manager Name

Manager Signature

Date