



**Position Title:** Resource Specialist / Interpreter  
**Supervision Received:** Resource Specialist / Interpreter Supervisor  
**Supervision Exercised:** None  
**Department:** Clinical  
**Status:** Non-Exempt  
**Location:** Montrose, Delta, Olathe Clinics  
**Hourly Wage:** \$17.89 to \$18.68

**JOB SUMMARY:**

To provide consistent high-quality care to patients of River Valley Family Health Centers (RVFHC) by evaluating, identifying, offering translation services, and offering advocacy and support for patient social determinates of health. This position works with other clinical staff to assess and fulfill immediate health and social needs along with coordinating assistance with internal and external community resources. This position offers support and advocacy for our patients’ social determinates of health. This is a full-time position requiring up to 40 hours per week.

**CHARACTERISTIC, DUTIES AND RESPONSIBILITIES:**

1. Embrace the mission, vision, and values of River Valley Family Health Centers
2. Able to effectively perform the tasks and procedures required of an Interpreter:
  - Interprets communication between the staff or faculty and the non-English speaking population.
  - Translates written educational materials and documents in accordance with readability guidelines.
  - Follows up with non-English speaking population to inquire about individuals’ status and answer questions.
  - Assists non-English speaking population in completing medical, financial, and related forms.
3. Able to effectively perform the tasks and procedures required of a Resource Specialist:
  - Screen patients for social determinates of health.
  - Use predetermined ACHM screener for social determinates of health.
  - Screen all Rocky Mountain Health Plans eligible patients.
  - Provide resources, support, outreach for patients who screen positive on the SoDH screener.
  - Responsible for tracking of utilization of services.
  - Maintain expertise on various resources that may benefit our patients.
  - Effectively navigate community resources for patient help.
  - Demonstrate cultural competence.
  - Utilize motivational interviewing skills when communicating with patients.

- Obtain pertinent data and compile reports for internal and external entities.
  - Maintain no show process.
  - Document all patient activity and all patient contact in Athena.
  - Document activities and record information such as information given, classes facilitated, presentations conducted, and patients assisted.
4. Additional duties and responsibilities:
- Perform such other duties or projects as determined by this position's supervisor
  - Follows up with patients from registries.
  - Calls patients for translation of patient messages, patient education and planning.
  - Locates resources for patients.
  - Other duties as assigned by nursing/patient health navigators.
  - This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties requested by their supervisor

**JOB QUALIFICATIONS:**

1. Education or Formal Training & Experience:
- Medical Spanish certification preferred.
  - Associates degree in a foreign language or equivalency preferred.
  - Will accept job experience with demonstrated ability to translate medical terms.
  - Completion of an approved education program for Certified Nursing Aid or Medical Assistant with current licensure.
  - High school diploma or equivalent required.
  - BLS/CPR certification
  - At least one year of experience in an ambulatory health care setting desired
  - Valid Driver's License required
2. Knowledge, Skill & Ability:
- Ability to perform the essential functions of the job as outlined above.
  - Bilingual in Spanish required.
  - Demonstrated ability to accurately interpret and translate verbal and written text.
  - Challenges include accurately interpreting and communicating information in an unbiased, clear, and concise manner with patients, families, healthcare staff and physicians.
  - Demonstrated human relation and effective communication skills.
  - Knowledge of medical terminology.
  - Ability to use routine office equipment such as computer, copy machine, fax, and telephone.
  - Ability to multi-task in fast-paced environment.
  - Maintain HIPAA compliance.
  - Ability to comprehend both oral and written communications.
  - Ability to establish and maintain effective, courteous working relationships with patients and staff team members.

- Ability to work under pressure in a fast-paced environment.
- Ability to travel to meetings outside of the service area.
- Ability to work independently in an efficient, productive manner maintaining composure and sensitivity in accordance with the environment of health care services.
- Ability to work in all River Valley clinics.
- Ability to work flexible hours to meet job requirements.
- Substantial independent functioning and decision-making.
- Respectful interactions with diverse people in a variety of settings.
- Ability to be a team player. Support and assist team members in daily tasks. Learn from other team members. Keep an open mind to feedback. Earn trust of staff and providers.

3. Physical Requirement and Workplace Environment:

- All essential job functions take place in the office/clinic.
- Requires periods of standing and walking.
- Requires long periods of time sitting while on the telephone and/or doing computer tasks.
- Requires sufficient near vision to be able to read documents and computer screens.
- Requires ability to stoop, kneel, bend, crouch, twist, and reach.
- Essential to have ability to lift, carry, push, and pull up to 35 pounds.
- Requires ability to hear routine conversations.
- Essential to have ability to comprehend both oral and written communications.
- OSHA Classification is Category I: All procedures or other job-related tasks that involve an inherent potential for mucous membrane or skin contact with blood, body fluids or tissue, or a potential for spills or splashes of these fluids.
- HIPAA Classification: Unrestricted Access: A workforce member with unrestricted access will have full access to patients' protected health information, including the patients' entire medical record, for patient care purposes.

**PLEASE NOTE:** This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job nor is it intended to be an employment contract, implied or otherwise. Other duties may be assigned at the discretion of the Clinical Nursing Supervisor and/or Chief Medical Officer.