



Fair Haven Community Health Center
374 Grand Avenue
New Haven, Connecticut 06513
(203) 777-7411 · www.fhchc.org

Outstanding healthcare opportunity

We are looking for passionate, caring individuals who are interested improving the health of the Fair Haven community. For over 40 years, FHCHC has been a leader in health care in Connecticut and is focused on providing excellent, affordable primary care to all patients, regardless of insurance status or ability to pay. FHCHC is proud to have a diverse and motivated team of professionals who are constantly seeking ways to enhance and improve the health and well-being of all patients.

Job Description

Job Title: Interpreter

Reports to: Interpreter Services and Medical Records Supervisor

Job Purpose:

The Interpreter functions as part of a health care team, meeting the needs of patients, staff and consumers by facilitating the needs of Spanish speaking patient with limited English proficiency (LEP) and others. The interpreting services coordinator assists patients, consumers and staff with any interpreter requests to provide meaningful access for individuals with LEP and promote the most efficient, professional and friendly access to our facilities.

Duties and Responsibilities:

- Possesses a pleasant manner and professional attitude
- Understands & addresses the patient's needs in an efficient and friendly manner
- Functions as a qualified interpreter
- Provides interpretation between patients and staff, predominantly PCP and Nursing staff
- Ensures patient confidentiality and provides patients with needed information
- Trains interpreters of FHCHC
- Assists with faxes, mail, scanning as needed and as directed by supervisor
- Performs other necessary duties as required by the Fair Haven Community Health Center to achieve the goal of providing access to primary health care
- Carries internal phone and responds to incoming requests from Clinical staff for interpretation needs

Positively contribute to Fair Haven Community Health Center

- Ensure patient confidentiality and safety.
- Treat patients with dignity and respect.
- Adhere to all Health, Safety and Infection Control Protocols.
- Demonstrate excellent communication skills (verbal and written).
- Provide the highest level of customer service and culturally competent care.
- Positively represent FHCHC to internal and external clients.



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Qualifications and Skills:

- Ability to relate with effectiveness to the public, the patient, and the other staff of the Health Center
- Excellent interpersonal skills to maintain effective rapport with patients, staff members and community
- Knowledge/Interest in providing care to diverse patient population
- Aware of ethical issues and standards related to interpreting
- Ability to anticipate and comprehend potential cultural barriers to communicating concepts in healthcare
- Bi-lingual fluency in English and Spanish (oral and written) including strong knowledge of medical terminology
- Proficiency in speaking and understanding both spoken English and at least one other spoken language, including any necessary specialized vocabulary, terminology and phraseology, and must be able to effectively, accurately, and impartially communicate directly with individuals with limited English proficiency in their primary languages

Technical Qualifications

- High School Diploma/GED with 6 months experience in a medical facility
- Ability to use computer and multi-lined telephones
- Oral and written proficiency in English and Spanish
- Current Certified Medical Interpreter (CMI), Certified Healthcare Interpreter (CHI) or CoreCHI credentials preferred
- Competency in basic computer software applications and associated office equipment required
- Ability to cover rotating Evenings or Saturday morning shifts

Direction of Others: None

OSHA Status—Category III—Low Risk Position

Generally works in an office environment with no exposure to bloodborne pathogens

Americans with Disabilities Act Requirements:

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job specific functions (listed within each job specific responsibility) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

Essential Physical/Mental Demands:

Physical Demands: Requires walking, bending, sitting, standing, writing, reading, telephone use, data input into computer, pulling medical records,