



Volunteer Job Description

Volunteer Position Title: Clinic Medical Interpreter (remote)

Purpose/objective: Our medical interpreters assist Spanish-speaking patients during their telehealth medical appointments by communicating their statements to the provider through consecutive interpretation. Due to the pandemic, interpretation will be done remotely (via telephone). Interpreters should be available during their time slot, but also aware that this is an on-call position. Interpreters may get calls during their slot or may not be contacted – depending on the clinic’s needs.

Location: Training will be done via Zoom and shadowing in person at 1390 Capital Blvd. Once training is complete, the volunteer position will be remote.

Key responsibilities:

1. Assist Spanish-speaking patients during their telehealth appointments
2. Ensure all confidentiality guidelines are always followed

Qualifications: Fluent speaking Spanish/ English. Interpreters should be dedicated individuals with strong work ethic and agree to complete the required training (a fluency check and a series of shadowing sessions).

Time commitment: We kindly ask that you commit to at least two shifts per month, for at least a year.

Schedule:

Monday	Tuesday	Wednesday	Thursday
9am – 12pm	9am – 12pm	9am – 12pm	9am – 12pm
1pm – 4pm	1pm – 4pm	1pm – 4pm	1pm – 4pm
4:30pm – 8pm	4:30pm – 8pm	4:30pm – 8pm	4:30pm – 8pm
Diabetes Education 3pm – 5pm	-----	-----	-----

Training/support provided:

1. First review medical glossary
2. Interview via zoom with staff to assess fluency/ vocabulary

3. Shadow in person 2-3 shifts

Benefits: 50% of the Open Door Clinic's patients are Spanish speaking. The medical interpreter removes a language barrier between provider and patient resulting in the patient receiving valuable healthcare.

Volunteer Supervisor: UMWC's Case Management Manager and Case Management Coordinator