

Northwest Colorado Health

Administrative Assistant / Interpreter Nurse Family Partnership

General Statement of Duties:

This position provides data entry, clerical support and interpretation services to Nurse Family Partnership.

Job Description:

This position provides clerical, data entry, and general support to Nurse-Family Partnership program staff. Helps facilitate communication between client and nurse with verbal and written translation. Participates as a member of the Nurse Family Partnership Team by attending team meetings and being an advocate for the program. Although keyboard skills are essential, they are generally balanced by knowledge of Nurse-Family Partnership. Assignments are specific; work is reviewed upon completion.

Supervision Received:

Reports to the Nurse Family Partnership Supervisor.

Supervision Exercised:

No Supervision Exercised.

Essential Functions (Administrative Assistant):

1. Inputs Nurse-Family Partnership data in a timely and accurate manner into the web-based information system; assists in the compilation of statistical information for special reports. Ensures data quality through monitoring. Runs reports on a weekly/monthly/quarterly basis, as assigned by supervisor.
2. Performs program support tasks such as organizing forms, files, orders and maintains program materials and educational handouts.
3. Performs general clerical functions such as preparing correspondence, reports, referrals and active client management, record management, supply ordering, and meeting support.
4. Utilizes computerized data entry equipment and various word processing, spreadsheet and file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary.
5. Assures quality assurance of program, as assigned by supervisor.
6. Compiles and tracks a variety of resources; participates in community outreach activities, such as distributing program brochures, maintaining a relationship with referral partners, and assisting with events.
7. Maintains confidentiality and adheres to HIPAA regulations.
8. Performs other work as required or assigned.

Essential Functions (Interpreter):

1. Interpreting the client's own words as much as possible without paraphrasing, giving advice, inserting own comments, or making assumptions.
2. Interpreting the nurse's words exactly, changing them only to clarify the meaning of a word. The interpreter should always ask if she/he does not understand a word or idea to be interpreted.
3. Translating written information to be given to client. Assisting the client in filling out various forms.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education:

High School Diploma or equivalent required. Medical Interpreter Certification required (obtained in house). Bilingual required.

Experience:

1-2 years of related administrative experience preferred, not required. Previous experience in bilingual interpretation in a healthcare setting preferred. Good computer skills required, advanced computer skills preferred, not required.

Requirements:

1. Must be fluent in Spanish and English.
2. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.

Skills:

1. General office skills.
2. Data entry and report generation.
3. Must be able to read and write in both Spanish and English.

Knowledge:

1. General computer and office equipment.
2. Knowledge of medical terminology preferred.

Abilities:

1. Must be able to facilitate operations to meet team and supervisor's needs.
2. Ability to provide a positive approach to discerning opportunities for improvement or change, taking advantage of the situations, and functioning as a change agent.
3. Must be friendly and able to establish rapport with clients.
4. Ability to adhere to the principles of confidentiality.

Equipment:

1. Daily use of telephone, computer, copier, and other office equipment.

Working Conditions:

1. Job involves sitting 50% of the day. Remainder of time may be spent standing, walking, reaching, or bending.
2. Will accompany nurse in home visits with clients.
3. This position meets the criteria for Category 2 of OSHA's guidelines for exposure to biohazards. **This may need to be changed for interpreter assisting on client home visits.
4. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date,
(Print Name)

I have received the following job description for my present position.

Signature of Employee: _____

Date: _____