

Medical Translator Job Description

Duties and Responsibilities:

- Accurately and precisely interpret critical information and medical advice
- Give a helping hand with translating medical text from English on behalf of internal and external customers to other languages
- Create and maintain quality service
- Establish and maintain positive interaction with patients and customers
- Assist with patient follow-up as necessary
- Maintain strict patient confidentiality in accordance with HSC standards and policies
- Provide services outside normal working hours as the need arises
- Execute miscellaneous job-related duties as assigned
- May be asked to convey personal information in a second language
- Addresses concerns raised during or after an encounter by encouraging provider to make an appropriate referral
- Assist with the making of appointments with the right resource, and booking of interpreters as needed
- Choose the most appropriate mode of interpretation for each situation.

Medical Translator Requirements – Skills, Knowledge, and Abilities

- Minimum of High School diploma or GED and fluency in two or more foreign languages
- Have a rock-solid knowledge of medical procedures and terminology
- Ability to accurately and precisely translate critical medical information from English to the patient's native language
- Must possess strong flexibility, interpersonal skills, and customer service orientation
- Have the foreign language(s) written translation skills
- Have good Listening skills
- Have the ability to maintain the confidentiality of information and records

- Be able to communicate and interact with people over the telephone, often in stressful situations
- Ability to work outside of normal working hours when need be
- Must pass the UNMH Interpreter/Translator Medical Qualification Test successfully
- Display a positive attitude about the hospital and department, and offer services to ensure a positive experience
- Be able to work as a team with colleagues and providers
- Should be able to work well under pressure to manage stressful situations
- Be able to handle unpredictable changes and be flexible to meet scheduling needs
- Must be able to deliver sound judgment and confidence
- Possess the ability to handle multiple tasks
- Must be someone who is detail-oriented and accurate
- Must understand different regional linguistic registers and accents
- Ability to interpret with the highest degree of accuracy and completeness
- Should be able to self-correct, understand own linguistic limitations, seek clarification, and accept correction
- Be able to pick up cues from encountering participants, regarding the level of understanding
- Have strong writing skills and understanding of the translation process
- Must be able to convey complex ideas simply so that a layperson can understand them
- Translators must be aware of cultural sensitivity issues.