Career Posting – Foreign Language Interpreter

The Community

AppHealthCare serves the vibrant communities of Alleghany, Ashe, and Watauga Counties nestled in the beautiful Blue Ridge Mountains in Northwestern North Carolina. Take a quick look around and witness the many expressions of community pride and southern hospitality – a smile from someone walking downtown, a thriving culinary scene, and plenty of outdoor adventure. We experience the beauty of four seasons from white fluffy snow to colorful fall foliage. There is simply something special about these mountains and quaint small-town feels – come see for yourself!

Caring for Our Community

We are a local public health department and health center focused and committed to improving our communities' health and well-being through compassionate, high-quality care. We have about 120 full/part-time employees and about 10 contract employees. We are governed by two boards that provide strategic direction and oversight of agency functions. We have received numerous awards and distinctions for the care we provide and have recently achieved accreditation with honors. We are committed to caring for our community and providing excellent customer service.

Position:	Foreign Language Interpreter
Position #:	405-53-508
Location:	Watauga County Health Department, 126 Poplar Grove Connector, Boone NC 28607, with the potential to travel to any district office location as needed.
Salary:	$34,608 - $54,780 Starting salary is determined by education and experience.
Hours:	Full-time, 5-day workweek, Monday – Friday, 8 am – 4:45 pm. Potential to work outside normal hours for client needs, special events, or public health emergencies.
Closing Date:	Open until filled
Job Summary:	This position serves as a Foreign Language Interpreter and Scheduler for our district including Alleghany, Ashe, and Watauga counties. This position will fill a critical role by providing medical interpretation to Spanish-speaking clients seeking a variety of services. In addition, the position will be part of a great front office

team and will complete a variety of administrative functions for clinical public health services, translation for clinical appointments, assisting with medical records, and scheduling medical appointments for all clients. The successful candidate in this position will also be using an electronic health record daily to manage work tasks.

Major Duties & Responsibilities

The employee will ensure that all services, communications, documentation, etc., associated with a program are provided in the client's native language as mandated by law, program guidelines, or needs. The employee will provide verbal interpretation of all information shared between staff and clients/parents/caregivers, etc. The work of an interpreter involves translating all written materials, and employees serve as a point of contact for clients. In addition, the employee is responsible for patient scheduling, coordinating clinical appointments, and managing complex provider schedules to optimize clinic flow and ensure efficient daily operations. The employee may coordinate transportation, arrange referrals to local services and resources; interpret test items, programmatic information, or results of evaluations; conduct interviews to obtain program or personal data, and/or assist management in monitoring the accuracy of translating/interpreting services. The employee will assist clients to ensure that appropriate services are determined, offered, received, or given.

Knowledge, Skills & Abilities

- Certified Medical Interpreter and if not obtained prior to employment, willingness to obtain this certification within one year of employment expected.
- Working knowledge of the program area, regulations, policies, procedures, etc. assigned.
- Considerable knowledge of the ethics of interpreting.
- Skill in fluency sufficient to meet the needs of the organization and the population served.
- Ability to interpret/translate all verbal information and written materials in English and the foreign language.
- Ability to assess the communication skill level of the client and exercise judgment in determining services to be rendered.
- Ability to understand and interpret information in the various dialects of that language.
- Ability to relay the style and tone of that language.
- Ability to efficiently manage patient scheduling and coordinate appointments while balancing direct client communication and interpretation needs.
- Working knowledge of clinic operations, including the ability to manage, organize, and maintain complex provider schedules to optimize daily workflow and patient flow.

Minimum Education & Experience

Graduation from high school or GED and one year of related experience demonstrating a fluency in English and the foreign language(s) necessary to successfully perform assigned job duties; or an equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

For questions or more information, please contact AppHealthCare Human Resources:

(336) 372-5641 x1119 | careers@apphealth.com | AppHealthCare.com

How to Apply
Complete an NC State Government Application for Employment (PD-107). The application is located on the NC Office of State Human Resources website. The application can be completed in hard copy or electronically.

A completed state application, including cover letters and resumes/CVs, should be sent to Human Resources by email to careers@apphealth.com or dropped off in person at the AppHealthCare Alleghany Health Center at 157 Health Services Road in Sparta, NC.

Benefits
We offer a variety of paid and voluntary employee benefits including retirement plans, health insurance, life insurance, paid parental leave annual and sick leave, and more. For more information about benefits, visit our website.

AppHealthCare recruits team members who share our values of Integrity, Drive, Resilience, Service, and Community and actively support the overall public health mission of the agency.

AppHealthCare is committed to providing equal employment opportunity (EEO) to all persons. All recruitment and selection activities will be administered according to EEO principles, to have a diverse workforce that reflects the population of the communities the District serves.

AppHealthCare is a recovery-friendly workplace.

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