

EMPLOYEE:

CLAIM #



Job Analysis Form

ALTERNATE FORMAT AVAILABLE

JOB TITLE Medical Interpreter/Translator **JOB CLASSIFICATION** Medical Interpreter/Translator

DICTIONARY OF OCCUPATIONAL TITLES (DOT) NUMBER 137.267-010

DOT TITLE Interpreter

DEPARTMENT Public Health

DIVISION Community and Health Services

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 33

CONTACT'S NAME & TITLE Teresa Feely, Public Health Services Supervisor

CONTACT'S PHONE 206-205-6012

ADDRESS OF WORKSITE

4400 37th Avenue South
Seattle, WA 98118

VRC NAME Kyle Pletz

DATE COMPLETED 11/26/07

VRC NAME Jeff Casem

DATE REVIEWED 5/21/2009

WORK HOURS

Hours vary Monday through Wednesday 8:00am-5:00pm or 9:00am-6:00pm; Thursdays 10:00am-7:00pm or 11:00am-8:00pm Friday 8:00am-5:00pm.

OVERTIME (Note: Overtime requirements may change at the employer's discretion)
Required on a very rare occasion when an appointment goes over at the end of a shift.

JOB DESCRIPTION

Provide oral interpretive and/or written translation services for clients of King County Public Health Department. The Public Health Medical Interpreter works within a multidisciplinary team that serves non or limited English speaking clients in a variety of public health programs, including Primary Care clinical services, Immunizations, Maternity Support Services, WIC, Dental, Public Health Nurse Home Visit program and the Family Planning program. The primary purpose is to ensure access to these services by the non-English speaking populations by providing accurate and culturally-appropriate interpretation in the client's language at Public Health Centers, during field visit, and during community events.

ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.

6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

JOB SPECIFIC REQUIREMENTS

Must possess the DSHS Medical Interpreter Certification or Screening Certificate. Must have skill in accurate and appropriate interpretation. Must be bilingual in writing and speaking English and the target language. Must be willing and able to interpret regarding reproductive healthcare. Must have knowledge of the cultural beliefs and values of the relevant populations. Must have knowledge of National Council on Interpreting in Health Care (NCIHC) codes of ethics. Basic knowledge of community resources and service agencies and/or skill in identifying appropriate community resources for clients as needed. Basic knowledge of medical terminology and diseases. Basic knowledge of human anatomy. Knowledge of refugee and immigrant social and health issues. Excellent customer service skills. Ability to work effectively as a team member, strong interpersonal skills. Ability to be self-directed. Skilled in using basic office equipment including a multi-line phone and computers. Possess basic computer skills in Microsoft Office products. Ability to work in a face paced environment. Excellent organizational and time management skills. Employees are required to undergo Hepatitis B immunizations in order to work.

ESSENTIAL FUNCTIONS

1. Translate written health care materials, health education materials and administrative forms from English into target language.
2. Perform oral interpretive services between medical/healthcare staff and patients to facilitate communications in a clinical setting or in a home setting due to language and cultural barriers.
3. Interview patients, record medical history and complaints by target language and translate into English or written documentation. Interpret health care provider's diagnosis, recommendations and instructions.
4. Record treatment and comments on progress from patients for provider.
5. Assist provider in educating patients on fact of diseases, disease prevention, clinic procedures and general health care.
6. Assist provider in making referrals to other health care services as appropriate.
7. Advocate uncompensated care for patient.
8. Conduct phone interviews, coordinate appointments and document relevant information under the direction of provider.
9. Assist health care professional in interpreting information to clients on laboratory test results, updating immunization schedule, disease follow-up and/or assigned department's policies and procedures.
10. Travel to various locations throughout King County to provide interpretive services.

PERSONAL PROTECTIVE EQUIPMENT USED

Gloves, aprons, goggles, hand sanitizer and masks are available for use.

OTHER TOOLS & EQUIPMENT USED

Phone, fax machine, copy machine, forms, pens/pencils, computer, brochures, publications, step stool, charts, documents, soap and sink.

PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED

Continuously = occurs 66-100% of the time
Frequently = occurs 33-66% of the time
Occasionally = occurs 1-33% of the time
Rarely = may occur less than 1% of the time
Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

This job is classified as

Sedentary—exerting up to ten pounds of force occasionally and/or a negligible amount of force frequently. A sedentary job involves sitting most of the time.

Standing

Health Care Provider initials if restricted _____

Frequently on flat carpeted, cement or linoleum surfaces for up to 15-30 minutes at a time for up to 3 hours total in a work shift. Most commonly occurs while interpreting in small examination rooms and waiting rooms. The employee may also stand when scheduling appointments at a front desk or using a computer. On most occasions the employee can alternate sitting and standing as needed.

Walking

Health Care Provider initials if restricted _____

Frequently on carpeted, cement or linoleum surfaces for distances of up to 200-300 feet at a time for up to 5-10 minutes at a time for up to 3 hours total in a work shift. Most commonly occurs while traversing between examination rooms, offices, residences and front desks.

Sitting

Health Care Provider initials if restricted _____

Frequently on an office chair, plastic examination room chair, stool and automobile seat for up to 1 hour at a time for up to 3.5 hours total in a work shift. Most commonly occurs while interpreting in examination rooms, talking on the telephone and riding in a County vehicle. The employee can alternate sitting and standing as needed on most occasions.

Climbing stairs

Health Care Provider initials if restricted _____

Rarely to Occasionally for up to 5 minutes at a time while climbing up to 4 flights for up to 5-10 minutes total in a work shift. Most commonly occurs while traveling to and from residences to provide interpretive services as well as when traversing up to 20 steps within the clinic. There is an elevator available for use within the clinic.

Balancing

Health Care Provider initials if restricted _____

Occasionally on a stepstool at heights of up to 1 foot for up to 5 minutes at a time for up to 10 minutes total in a work shift. Most commonly occurs while using a foot stool to reach items on upper shelves or traversing uneven ground when attending PHN home visits.

Bending neck up

Health Care Provider initials if restricted _____

Occasionally for up to 10 seconds at a time for up to 10 minutes total in a work shift. Most commonly occurs while looking for items on upper shelves such as charts, files and reference materials.

Bending neck down

Health Care Provider initials if restricted _____

Frequently to Continuously & Highly Repetitive for up to 30 minutes at a time for up to 5-6 hours total in a work shift. Most commonly occurs while reviewing notes, documents and charts as well as when writing.

Bending/Stooping

Health Care Provider initials if restricted _____

Rarely to Occasionally for up to 1 minute at a time for up to 5-10 minutes total in a work shift. Most commonly occurs while interacting with children (not required, based on preference) as well as obtaining items in low drawers and on low shelves. The employee can alternate with squatting as needed.

Squatting

Health Care Provider initials if restricted _____

Rarely to Occasionally for up to 1 minute at a time for up to 5-10 minutes total in a work shift. Most commonly occurs while interacting with children (not required, based on preference) as well as obtaining items in low drawers and on low shelves. The employee can alternate with bending/stooping as needed.

Reaching above shoulder height

Health Care Provider initials if restricted _____

Rarely to occasionally for up to 10 seconds at a time for up to 5-10 minutes total in a work shift. Most commonly occurs while reaching for items on upper shelves such as charts and files.

Reaching at waist to shoulder height

Health Care Provider initials if restricted _____

Frequently to Continuously 30-60 minutes at a time for up to 5-6 hours total in a work shift while writing, performing computer duties and filling out forms.

Reaching at knee to waist height

Health Care Provider initials if restricted _____

Rarely for up to 30 seconds at a time for up to 5 minutes total in a work shift while reaching for items in file drawers

Reaching at floor to knee height

Health Care Provider initials if restricted _____

Occasionally for up to 1 minute at a time for up to 10 minutes total in a work shift. Most commonly occurs while interacting with children as well as obtaining items in low drawers and on low shelves.

Lifting 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for up to 3 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 2-10 pounds while manipulating charts, children's toys and items such as a diaper bag (not required, based on employee's preference).

Carrying 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for distances of 100-200 feet for up to 3 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 2-10 pounds while transporting charts, children's toys and items such as a diaper bag to and from examination rooms (not required, based on employee's preference).

Pushing and Pulling

Health Care Provider initials if restricted _____

Occasionally with a force of 2-10 pounds for up to 10 seconds at a time for up to 20 minutes total in a work shift while opening and closing drawers and doors as well as when manipulating charts.

Handling

Health Care Provider initials if restricted _____

Frequently for up to 20 minutes at a time for up to 3-4 hours total in a work shift while manipulating charts, door handles and telephone receiver.

Operating Controls with Hands

Health Care Provider initials if restricted _____

Occasionally and highly repetitive for up to 30 seconds at a time for up to 1 hour total in a shift while using the computer mouse.

Fingering

Health Care Provider initials if restricted _____

Frequently for up to 1 hour at a time for up to 3-4 hours total in a shift while typing, writing and manipulating documents/files.

Talking

Health Care Provider initials if restricted _____

Continuously & Highly Repetitive for up to 1 hour at a time for up to 7 hours total in a work shift while interpreting.

Hearing

Health Care Provider initials if restricted _____

Continuously & Highly Repetitive for up to 1 hour at a time for up to 7 hours total in a work shift while interpreting.

Seeing

Health Care Provider initials if restricted _____

Continuously & Highly Repetitive for up to 1 hour at a time for up to 7 hours total in a work shift while reading, driving and interacting with the general public which may include potentially violent or hostile persons. The employee may be exposed to domestic violence situations as well as mental health patients.

Working with Heightened Awareness

Health Care Provider initials if restricted _____

Continuously & Highly Repetitive for up to 2 hours at a time for up to 7 hours total in a work shift while interacting with the general public which may include potentially violent or hostile persons. The employee may be exposed to domestic violence situations as well as mental health patients.

ENVIRONMENTAL FACTORS

Work is performed in an office setting as well as at healthcare facilities and client homes. Workers are exposed to the general public, potentially contagious or infectious conditions, loud noises such as screaming children potentially hostile persons, infestation, unsanitary conditions and bodily fluids. The employee can be exposed to persons under the influence of a controlled substance. Employee is frequently interrupted in the work environment.

The noise level is

HCP Initials if Restricted

Approximately 40-60 decibels. The noise is caused by crying children or automobiles.

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Work environment may include the following exposure(s):

Outside weather: Occasionally
Odors: Occasionally
Dusts: Occasionally

HCP Initials if Restricted

POTENTIAL MODIFICATIONS TO JOB

Alternate sitting and standing as needed in most situations.
Headset for the telephone to promote proper posture.
Use the elevator to reduce climbing stairs.
Document holder to promote proper posture.
Ergonomic evaluation.
The employee may be able to carpool or take the bus to some locations in order to avoid driving.

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SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

Printed name & title of VRC evaluator

Signature of VRC evaluator

Date

Printed name & title of contact

Signature of contact

Date

Printed name & title of contact

Signature of contact

Date

HEALTH CARE PROVIDER SECTION
Check all that apply

- The employee is released to perform the described duties without restrictions on performance or work hours as of _____.

- The employee is released to perform the described duties on a reduced schedule as of _____. The recommended schedule is:

 Temporary until _____ Permanent as of _____

- The employee is released to perform the described job with the following modifications:

 Temporary until _____ Permanent as of _____

- The employee is not released to perform the described duties due to the following job functions:

 Temporary until _____ Permanent effective _____

- The employee is unable to work in any capacity.
A release to work is: anticipated by _____ Not expected

The limitations are due to the following objective medical findings:

Printed or typed name and phone number of Health Care Provider

Signature of Health Care Provider

Date