

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** Denise Genaro-Wolf, Public Health Services Supervisor

**CONTACT'S PHONE** 206-205-6937

### ADDRESS OF WORKSITE

10501 Meridian Ave. N  
Seattle, WA 98133

**VRC NAME** Kyle Pletz

**DATE COMPLETED** 1/17/06

**VRC NAME** Jeff Casem

**DATE REVISED** 5/28/09

### WORK HOURS

Hours vary Tuesday 1:00pm-9:00pm, Wednesday 8:30am-5:00pm, Thursday 5:00pm-8:30pm, first and third Mondays at the Shoreline facility 9:00am-5:00pm, first and third Friday at Lake City 8:30am-4:30pm. Approximately .75 FTE, but hours vary per week.

**OVERTIME** (Note: Overtime requirements may change at the employer's discretion)

Required on a very rare occasion in an emergency situation. The employee has to go over 40 hours per week to qualify.

### 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.

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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.

### **ESSENTIAL FUNCTIONS**

- Interpret communication between Public Health staff and clients in order to provide Public Health services, including: such programs as WIC, Birth control/STD clinic, Family Support Services (including families who are pregnant or with newborn infants & young children), Immunizations, Family Health, Environmental Health, Dental, TB Clinic, Refugee Screening, Communicable Disease & Prevention, Community Access & Outreach, Child Care Program.
- Interpret for health care providers in reproductive health clinic to elicit sexual histories from male and female clients, including teens, explain birth control methods and present pregnancy options.
- Interpret in culturally sensitive situations regarding issues such as child abuse and neglect, domestic violence, HIV/AIDS.
- Interpret for Public Health staff & clients to fill out a variety of forms for program eligibility, consent, registration, medical history & to explain billing practices & fee collection.
- Interpret information for clients under the direction of Public Health staff related to clinical procedures, health & nutrition education, medical treatments or environmental health regulations-
- Provide general information and referrals to Public Health Services & related community social and health services.
- Assist in facilitating efficient delivery of Public Health services within productivity guidelines as part of the treatment team.
- Checking and retrieving phone messages and taking appropriate follow-up action, using computer systems to look up clinic schedules, client appointments, make reminder calls & make appointments as needed.

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- Explain to Public Health staff relevant cultural beliefs and behaviors presented by non English speaking clients & their communities which may affect health outcomes or create cross cultural conflict.
- Promote & maintain positive interpersonal communication with coworkers, other agencies & the public.
- Translate written materials.
- Other duties as assigned.

### **PERSONAL PROTECTIVE EQUIPMENT USED**

Gloves, aprons and masks are available for use.

### **OTHER TOOLS & EQUIPMENT USED**

Phone, fax machine, copy machine, computer, County vehicle, step stool, charts, documents

### **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\_\_\_\_\_

Occasionally on flat carpeted, cement or linoleum surfaces for up to 15-30 minutes at a time for up to 2 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. On most occasions the employee can alternate sitting and standing as needed.

### **Walking**

Health Care Provider initials if restricted\_\_\_\_\_

Occasionally on carpeted, cement or linoleum surfaces for distances of up to 200-300 feet at a time for up to 5 minutes at a time for up to 1 hour 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 to Continuously on an office chair, plastic examination room chair, stool and automobile seat for up to 1 hour at a time for up to 5 hours total in a work shift. Most commonly occurs while interpreting in examination rooms, talking on the telephone and driving 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 10 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\_\_\_\_\_

Rarely on a stepstool at heights of up to 1 foot for up to 10 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs while using a foot stool to reach items on upper shelves.

**Bending neck up**

Health Care Provider initials if restricted\_\_\_\_\_

Rarely for up to 10 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs while looking for items on upper shelves such as charts and files.

**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 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 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.

**Squatting**

Health Care Provider initials if restricted\_\_\_\_\_

Rarely to 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.

**Operating Controls with Feet**

Health Care Provider initials if restricted\_\_\_\_\_

Occasionally for up to 15 minutes at a time for up to 45 minutes total in a work shift while driving a County vehicle.

**Reaching above shoulder height**

Health Care Provider initials if restricted\_\_\_\_\_

Rarely for up to 10 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while looking 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 hours total in a work shift while writing, performing computer duties, filling out forms and driving.

**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 \_\_\_\_\_ Rarely to

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.

**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.

**Pushing and Pulling**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally with a force of 2-7 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.

**Handling**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 20 minutes at a time for up to 2 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 to Frequently for up to 1 hour at a time for up to 3 hours total in a shift while driving a County vehicle as well as when using the computer mouse.

**Fingering**

Health Care Provider initials if restricted \_\_\_\_\_

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

**Feeling**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 5 seconds at a time for up to 1 minute total in a work shift while identifying an incoming page or radio call when it is set to vibrate.

**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

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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, potentially hostile persons, infestation, unsanitary conditions and bodily fluids. The employee can be exposed to persons under the influence of a controlled substance.

### The noise level is

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

HCP Initials if Restricted

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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.

Luggage cart to reduce carrying for home visits.

The employee may be able to carpool to some locations in order to reduce 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.

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Printed name & title of VRC evaluator

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Signature of VRC evaluator

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Date

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Printed name & title of contact

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Signature of contact

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Date

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**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