

# CATHOLIC CHARITIES FEDERATION

## JOB DESCRIPTION

**Job Title:** ASL Operations Support/Assistant  
**Agency:** LAMP  
**Reports To:** Operations Manager  
**Approved:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

<u>Office Use Only:</u>	
<b>Grade:</b>	_____
<b>Job Code:</b>	_____
<b>EEO Code:</b>	_____

### **POSITION SUMMARY**

*(Summarize here the reason for this position; provide a brief overview of why this position exists.)*

Assist in directing the operations of interpreting services for American Sign Language, and supervises the interpreters within that language group. Not exempt from managing other language groups when necessary.

### **DUTIES & RESPONSIBILITIES**

*(List here the major duties, responsibilities, activities and tasks associated with this position, and for which the incumbent is held accountable.)*

- Assign interpreters for scheduled appointments and coordinate appointment times according to the number of interpreters available and the number of requests per day. All requests need to be scheduled (pending, not filled in online system) at least 72 business hours ahead of time.
- Keep up-to-date information regarding changes in interpreter availability, phone numbers and addresses, and advise HR Department of these changes.
- Advise Supervisor about the need for interpreters on your team and compile weekly updates on how many appointments were not covered due to lack of interpreters.
- When required, call patients daily to remind them of their appointments and confirm they are going to their appointment, as well as advising them that an interpreter will be there for them. If confirming with a patient whose language you do not speak, use an interpreter from your team to confirm with you via a conference call during work hours.
- When required, call the facilities daily to confirm each appointment, along with the expected duration and type of appointment.
- Check incoming faxes for necessary pre-authorization requirements, re-fax requests requiring authorization and give requests to appropriate Team Leader.
- Answer incoming calls, take messages if the staff is not available to take calls, or team leader that answered the call cannot solve the problem. Refer clients to other agencies when needed. Handle calls and on-site requests when bilingual interpretation is needed.
- Provide support to assigned interpreters when they encounter difficulties with their appointments, such as double-booking, patient no show, cancelled appointment, or transportation issues (car breaking down, traffic, etc.).
- Assist in making appointments for patients and create new appointments in online system when necessary.
- Collect interpreters' timesheets in a timely manner and assist Team Leader to collect all timesheets according to the deadlines.
- Assist in training and shadow new interpreters and complete evaluations on all interpreters.
- Seek continuous education with available trainings and seminars related to your work.

- Assist other staff members when necessary, and perform other duties as requested.

**KNOWLEDGE & EXPERIENCE REQUIREMENTS**

*(Briefly list academic, licensing, or previous work experience required for success in the position.)*

Candidate should possess strong bicultural knowledge, communication ability in American Sign Language and English. Must have a High School Diploma. American Sign Language knowledge and training is preferred.

**SKILLS & ATTITUDES REQUIRED FOR SUCCESS IN JOB**

*(List specific job skills and/or personal qualities required of this position in relation to clients.)*

Well-organized professional, with the ability to multi-task. Must have the ability to work well with people from diverse cultural and professional backgrounds and must be comfortable working in demanding situations. Must be able to meet monthly deadlines in regards to timesheets and data entry.

**RELATIONSHIPS REQUIREMENTS**

*(Describe type, frequency and complexity of relationships required for incumbent to accomplish job responsibilities.)*

Will work on establishing a communication link between American Sign Language individuals and English-speaking health care and social service providers by providing direct interpretation that preserves the verbal and emotional content of the speaker's statements. This person will also address cultural and social issues that may impact care and service and provide both parties with information needed to ensure complete understanding.

Must be able to act as a team player with rest of LAMP staff in order to accomplish the workload as it comes into the office.

**RESOURCES FOR WHICH ACCOUNTABLE**

*(List all quantifiable resources for which this position is accountable; e.g., budget dollars, number and types of employees supervised, number and types of clients served, or any other such similar information.)*

Responsible for the day-to-day management of interpreting services and direction of the work of assigned interpreter team.

Employee Signature \_\_\_\_\_

Director Signature \_\_\_\_\_

Date \_\_\_\_\_