



POSITION	Full-Time Staff Interpreter - Medical
OPENING DATE:	Ongoing
CLOSING DATE:	Until Filled
LOCATION:	Charlottesville, VA Fishersville, VA
SALARY:	Negotiable

Civic Access is seeking a medical ASL Interpreter to join our team in Central Virginia. This team member would be interpreting with a focus on medical settings, with the possibility of supporting communication needs in other settings such as post-secondary, educational, community organizations, and other community venues as needed. We are seeking to hire someone who is flexible, positive, and humble with medical interpreting experience to join our team.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following:

- Prepares for interpreting assignments by reviewing materials and meeting briefly with the client before the assignment begins.
- Maintains strict consumer confidentiality and the utmost professional standards while following HIPAA Guidelines.
- Requires flexibility in scheduled interpreting hours, including some evenings and weekends.
- “On-call” hours are assigned as needed to be available for last-minute and emergency medical requests.
- Informs the Interpreting Operations Lead of any matters of concern regarding clients, teams, and interpreting situations.
- Refers consumers to Civic Access’s internal administrative team for questions or concerns regarding accommodations and business practices.
- Increases awareness in the community about Civic Access activities.
- Refer potential contracts to the Interpreting Operations Lead.
- Presents themselves in a professional, ethical, and respectful manner.
- Devotes scheduled office time to improving skills, increasing knowledge, and other duties assigned by the Interpreting Operations Lead as fits with the spirit and mission of Civic Access.
- Submits all required paperwork and maintains organizational records.
- Monitors changes and updates of Virginia Laws pertaining to interpreting, especially in medical settings.
- Attendance at VRID
- Maintains CEU’s for license and certification.
- Accountable for quality control of assignments.
- Other duties as assigned



COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical and Practical skill - Synthesizes complex and diverse information to interpret from English to ASL and vice versa.
- Problem Solving - Identifies and resolves problems promptly; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason and critical thinking, even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; Respond promptly to customer needs; Solicits customer feedback to improve service.
- Interpersonal Skills - The ability to resolve conflict, Listen without interrupting; Maintain composure, Remains open to others' ideas, and tries new things.
- Communication - Speaks clearly and persuasively in all situations; gets clarification if needed; Writes clearly and can read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above self-interest; Able to build morale and support goals and objectives of the company; Supports efforts to succeed.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethics; Upholds organizational values; Follows RID Code of Professional Conduct.
- Professionalism - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors work to ensure quality.
- Adaptability - Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Consistently attends work and remains punctual; Arrives at meetings and appointments on time.
- Dependability - Keeps commitments and completes tasks on time or notifies appropriate person(s) with an alternate plan if tasks cannot be completed.

QUALIFICATIONS:

To perform this job successfully, the candidate must fulfill the requirements listed below, representing the knowledge, skill, and/or ability required to perform the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working knowledge of interpreter code of ethics; strong understanding of deaf culture; good articulation and voicing skills; sensitivity to consumer needs.
- Ability to work well under pressure and maintain flexibility.
- Travel requires the use of the candidate's personal vehicle.



CERTIFICATES, LICENSES, REGISTRATIONS:

- Completion of academic credit from a post-secondary institution in American Sign Language Interpreting or ASL Interpretation.
- VQAS level III/III+ screening in interpreting and transliterating, RID, CI, CT, or CSC certification.
- 3-5 years of interpreting experience in medical settings.

COMPENSATION:

We offer compensation for some benefit structures to fit your lifestyle. The compensation rate is dependent on qualifications and experience.

To Apply:

Send application, cover letter expressing interest and skills background, resume, and the names of two references to jobs@civicaccess.com.

Civic Access is an Affirmative Action, Equal Opportunity organization that welcomes diverse candidates and candidates who support diversity. We value diversity, and we encourage members of historically underrepresented groups to apply.