



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Interpreter	
Position Number(s)	Community	Division/Region(s)
17-11850	Yellowknife	Language Services/Stanton

## PURPOSE OF THE POSITION

To provide interpretation services to non-English speaking clients of Stanton, the affiliated clinics and other community health facilities in the Northwest Territories, ensuring quality standards of patient care are met in accordance with the Northwest Territories Health and Social Services Authority's (THSSA) mission and values, strict confidentiality protocol and departmental policies and procedures.

## SCOPE

The position provides interpretation services, on a relief basis, to clients of Stanton in Yellowknife. The health board includes the Hospital, four affiliated clinics and a medical center. On a contractual basis, Stanton also provides interpretation services to other health and social services community agencies in Yellowknife. One of the main objectives is to enhance communication through interpretation between patients (over 2000 per year) and Nurses, Physicians, and Technicians (Stanton has over 500 employees).

The provision of interpreter services impacts patient well-being and treatment. Interpreters assist clinical staff to determine the patient's condition and the appropriate treatment, help clients understand treatments, procedures and results and help patients understand why it is important to follow medical instructions.

## **RESPONSIBILITIES**

### **1. Interprets from one language to English and vice versa using technical tools (i.e. medical terminology dictionary, Medical Interpreter Handbooks, computers) provided by Stanton**

- Explains procedures, treatments, diagnosis, results, forms, and Stanton's facilities and equipment to patient and or/family
- Communicates information pertaining to the patient's outpatient services and hospitalization (i.e. advance directives, consents from treatment, diagnosis and prognosis, treatment plan, follow-up appointments and Health Care Education)
- Gives moral and practical support to patients and their families
- Maintains records of duty assignments to assist in tracking statistical information
- Assists and arranges patient transportation with boarding homes in Yellowknife
- Maintains complete confidentiality about any patient information obtained
- Maintains a resource file for quick reference, including notes compiled from various medical procedures the interpreter has encountered on duty

## **WORKING CONDITIONS**

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

### **Physical Demands**

There are no unusual physical demands.

### **Environmental Conditions**

Works in a hospital environment with patients and as such may be frequently exposed to infectious diseases.

### **Sensory Demands**

In intimate/confidential situations between a patient and clinical professionals, it is crucial that the interpreter covers all aspects of the communication with complete accuracy. This thoroughness extends the "plain" knowledge of a second language.

The position demands hearing and listening for the full meaning, capturing feelings and noting all cues, while being objective at the same time.

### **Mental Demands**

During certain periods, emotional stress can be more severe, e.g. relating diagnosis to patients and their families, being present in emotionally disturbing situations, or not being able to discuss these experiences due to the commitment to patient confidentiality.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Speaks and reads English
- Speaks and reads one or more other language
- Good oral skills
- Knowledge of medical terminology is an asset

## **Typically, the above qualifications would be attained by:**

Grade 10 with professional interpreter training is desired.

## **ADDITIONAL REQUIREMENTS**

### **Stanton Regional Requirements**

Experience as an interpreter or in customer service is an asset.

### **Position Security (check one)**

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

### **French language (check one)**

- ☐ French required
- ☐ French preferred
- ☒ French not required