



Job Code: 9976
Grade: 14 - None
HCWR: N

Job Title
Language Services Representative

Department
Interpreter Services

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Language Services Representative (LSR) is responsible for monitoring and maintaining the interpreter request line ensuring efficient day-to-day operations, patient safety, and patient experience at Cook County Health (CCH). The LSR will schedule medical Interpreters to requested locations throughout Cook County Health (CCH) and coordinating with contract vendors to provide additional support when staff is not available.

Typical Duties

- Monitors the designated interpreter request line
- Logs in to check voicemail
- Answers incoming calls
- Triage requests based on medical need
- Schedules interpreter for upcoming appointment
- Assigns and schedules on-call interpreter and coordinates with vendors, as needed
- Sends messages to the assigned interpreter
- Tracks Interpreter requests, and resolve any inconsistencies of information on non-English speaking, hard of hearing or deaf patients
- Works collaboratively with Leadership and staff
- Coordinates request for CCH while building effective relationships to provide timely requests for interpreter services
- Reports scheduling problems to Leadership
- Documents all calls requesting language services and all the information required on the department tracking system
- Ensures appropriate allocation of requested language services to staff, patients, and visitors, in accordance with the Department's policies and procedures
- Monitors the equipment and supplies levels. Replaces equipment, such as cords, as needed.
- Ensures the adherence to established procedures. Makes recommendations to improvement processes, quality control of service provided by interpreters, and supports the deployment of new technology and procedures
- Performs other duties as assigned

Minimum Qualifications

- High School Diploma, GED equivalent
- One (1) year of clerical experience in a healthcare setting



Preferred Qualifications

- Associate's degree from an accredited college or university
- Bilingual

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and experience handling PHI
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population comprised of diverse cultures, gender differences, and age groups
- Demonstrate analytical and organizational, problem-solving, decision-making, critical thinking, and conflict management/resolution skills
- Strong customer service skills and respect and empathy for others
- Demonstrate good phone and email etiquette skills with strong response times
- Ability to maintain a professional demeanor and composure when challenged
- Ability to handle confidential information
- Ability to read, write and comprehension is essential for patient safety and prevention of interpreter service errors
- Ability to multi-task and meet deadlines in a fast-paced environment
- Ability to function autonomously and as a team member.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.