



Pacific Islander Health Board of Washington

Job Title: Pohnpeian Interpreter

Reports to: Program Manager

Classification: On-call Non-Exempt

Salary \$20.00/ hourly

End Date: September 31st, 2023

About the Pacific Islander Health Board of Washington

The Pacific Islander Health Board of Washington (PIHB) seeks to cultivate resilience within our communities to achieve health equity through culturally safe and community driven solutions, traditions, advocacy, and policies. We value our traditional healing practices and hold advocacy, community, equity, social justice, and liberation as means to guide our board.

Program Overview

The Pacific Islander Health Board of Washington (PIHB) is seeking qualified candidates to provide over the phone, virtual, and in-person interpretation and translation services for COFA clients applying for health care insurance. The ideal candidate will be able to speak and write Pohnpeian fluently, be a member from the community we seek to serve and able to respond respectfully to inquiries from our Pohnpeian island community.

This work aims to ensure customer service is available for limited English-speaking populations and address inquiries for callers who prefer to receive customer service in a language other than English. PIHB requires accurate interpretations, high-performance standards, and other critical oversight and monitoring functions. An outstanding candidate will demonstrate exceptional communication skills and have a high standard of accuracy.

PRIMARY RESPONSIBILITIES AND EXPECTATIONS

The duties listed illustrate various types of work that may be performed but are not intended to be a final statement of work. They are delineated into two main parts: internal and external.

- a) Provides telephonic interpretations for customer service inquiries in languages other than English. Telephonic interpretations may be from English to the target language or from the target language back to English.
- b) Translate written materials as needed.
- c) Provide interpretation at in-person events as needed.
- d) Maintains confidentiality of all interpretations and translations; protects the integrity of information concerning Personal Health Information and Personally Identifiable Information, (personal health records, etc.) while handling phone or virtual calls or assisting at in-person events.
- e) Adheres to all applicable Federal Privacy and Security acts, especially the Health Insurance Portability & Accountability Act (HIPAA) and the Privacy Act.



Pacific Islander Health Board of Washington

- f) Assist with outreach efforts to COFA Island communities to solicit participation to PIHB programs.
- g) Organize electronic files and databases and help to improve efficiency.
- h) Compile surveys as needed for use by PIHB or Collaborative Partners.
- i) Attend meetings with stakeholders, collaborative partners, community organizations.

Required Qualifications

- Native-level fluency of both English and Pohnpeian languages.
- Competent in healthcare and health insurance terminology vocabulary, including medical terminology, legal, insurance, etc.
- 1-3 years of experience providing over-the-phone interpretation support.
- Ability to work and communicate with the public in a respectful manner.
- Experience in all phases of language interpretation.
- Confident telephone voice for interpretation of inquiries received via telephone.
- Strong listening and memory retention skills, relay information accurately, thoroughly, and succinctly.
- Understanding of the interpreter's role as a conduit to solve the problem and not as a problem solver.
- Ability to be objective, understanding, and nonjudgmental.

The Pacific Islander Health Board of Washington is an equal opportunity employer and does not discriminate on the basis of race, religion, color national origin, age, sex, gender, sexual orientation, disability, or any other characteristic protected by law.

Contact:

Send resume to:

Mia McFarland

admin@pihealthboard.org

888-308-7113