

ASL- American Sign Language (part-time)

Company Overview

Roku Management Consulting (RMC) is a premier consulting and general contracting firm specializing in personnel, professional, and information technology services. Founded by a service-disabled veteran with a mission to create opportunities and provide exceptional customer service, RMC has rapidly grown, securing several federal contracts within three years.

Job description

As a staffed American Sign Language Interpreter, you will be responsible for providing medical interpretation and coordinator for Deaf, Hard of Hearing, Deaf with additional Disabilities, non-verbal, neurodivergent ASL users, Deaf Low Vision, and DeafBlind (tactile/pro-tactile) patients and families. Identifying and triaging needs and issues to ensure language access and cultural sensitivity; provides appropriate care for these patients and families in both inpatient and outpatient settings.

1. Provides accurate and unbiased medical interpretations to facilitate and assure culturally appropriate, clear understanding and direct communication between MWHC providers and Deaf, Hard of Hearing, Deaf with additional Disabilities, non-verbal, neurodivergent ASL users, Deaf Low Vision, and DeafBlind [tactile/ pro-tactile] patients and families/ support person(s).
2. Performs a variety of administrative and clerical tasks including, but not limited to answering phones, triaging and dispatching interpreters, entering appointments in the department schedule, scheduling interpreters, collaborating with vendors, collaborating with counterparts in the department, etc.
3. Provides a cultural interface and assessment of Deaf, Hard of Hearing, Deaf with additional Disabilities, non-verbal, neurodivergent ASL users, Deaf Low Vision, and DeafBlind [tactile/ pro-tactile] patients and families to alert and refer issues and concerns appropriately to management, patient advocates, the medical team or supporting services that may be related to differences in cultural practices, views, or beliefs and that may impact care or place the patient, provider, or institution at risk.
4. Supports team process for interviewing, screening, selection, and mentoring interns. They will participate in providing internship assessments for the ASL interpreting students.
5. Works collaboratively with manager to develop systems, interpreter reports, patient profiles, and notes on cases in progress to ensure effective hand-off and continuity of service in the event of absence or uses of vendor interpreter.
6. Maintains the strict confidentiality of all interpreted conversations, and written documents concerning the patient's medical condition and treatment.

7. Maintains the highest level of professionalism, correctness, and neutrality in providing language interpretation services to MWHC patients. Adheres to the National Association for the Deaf and the Registry of Interpreters for the Deaf Code of Professional Conduct.
8. Participates in rotating, after hours on-call program.
9. Provides training and in-services to hospital staff and departments on Standard Practices and Cultural insights.

Qualifications:

Bachelor's degree required (7-10 years of interpreting with National Certification, preferably medical interpreting may be substituted for the degree requirement).

3-4 years interpreting, preferably medical interpreting.

Certification required (NIC, CT/CI, BEI-Medical (Advanced or Masters), NAD IV or V)