

International Community Health Services

International District Clinic

Holly Park Clinic

Job Announcement

Position Title: Health Assistant

Department: Patient Services

Reports To: Patient Services Manager

FLSA: Non-Exempt, 0.5FTE (20 hours/week)

Location: International District Clinic and Holly Park Clinic

Open Date: May 28, 2010

Close Date: Open Until Filled

MISSION

International Community Health Services (ICHS) provides culturally and linguistically appropriate health services to the Asian/Pacific Islander (API) community and others.

SUMMARY

The Health Assistant position facilitates communication between patients and clinic staff and assists the patient in smoothly navigating the clinic setting. This position will primarily provide interpretation during medical, dental, and acupuncture appointments. This position may also provide interpretation for other support services (such as WIC, eligibility, medical reception, health education, pharmacy, and lab), make in-language reminder calls, or provide interpretation for clinic operators on an as-needed basis. This position also provides group level and one-on-one education about ICHS' services and Western Health Care.

ESSENTIAL DUTIES

- Provide accurate interpretation for clinic patients as needed in various settings.
- Maintain confidentiality for all health and patient information.
- Provide patient education on ICHS services and western health care one on one and in groups.
- Assist staff and patients in completing forms for program eligibility, consent, registration, medical history including billing practices and fee collections.
- Assist patients in accessing enabling services and specialty care.
- In-take phone calls and face to face patient contact; place calls to schedule/follow-up appointments including reminder calls.
- Provide general information and make non-medical health referrals for patients.
- Translating written health care materials, health education materials and administrative forms.
- Perform other duties as assigned.

REQUIREMENTS

- Experience working in a multilingual/multicultural setting.
- Fluency in English and/or Korean language required.
- Must pass an Internal Competency Based examination.
- Certified as a DSHS Medical Interpreter or its equivalent within 12 months of hire, or may be terminated.
- Knowledge of medical terminology preferred.

The above description reflects the general details considered necessary to describe the principal functions of the job. It shall not be construed as a detailed description of all the work requirements that may be inherent in the job, and it may be revised at any time.

APPLICATION PROCEDURES

Application packets are available at all ICHS locations or online at www.ichs.com. Send applications and resumes to: ICHS, Attn: HR, P O Box 3007, Seattle, WA 98114-3007 or Fax: 206.490.4011.

International Community Health Services is an Equal Opportunity Employer.