



Borland Free Clinic- Volunteer Position Description

Position: English/Spanish Bilingual Language Support Volunteers

Reports to: Clinic Manager

Position Description

Language support volunteers are fluent in Spanish and work as the primary interface between staff and patients, providing culturally competent, caring, and quality interpretation. They stay with the patient during their appointment and make follow up calls to patients with lab results and other care, as prescribed by their doctor. They also greet patients, assist them in filling out forms and are available to answer questions.

Individuals who are pursuing their medical interpreter certification may complete their required hours at the clinic.

Schedule

The English/Spanish Bilingual Language Support Volunteers should be available twice a month on clinic days (Monday and/or Thursday) during clinic hours (3:00-7:00 pm).

Currently, we are requesting that volunteers commit to a minimum of two 4-hr shifts per month for the first six months.

Qualifications

A successful Language Support Volunteer is able to demonstrate both written and oral fluency in Spanish and English. They are also professional, welcoming, and discrete in order to help the patient feel comfortable while maintaining confidentiality.

Specific Responsibilities

- Greeting patients out front, helping them fill out forms and serving as a welcoming presence to our clinic by greeting patients
- Stay with patients during their appointment, ensuring that patients know exactly what is happening, and then make appropriate follow ups after the visit
- Able to write well in both languages and can help develop marketing materials, patient forms, and signage