

VOLUNTEER POSITION -- MEDICAL INTERPRETER

HISTORY & MISSION

Since 2006, Malta House of Care Mobile Medical Clinic has been providing high-quality, compassionate, free primary health care to uninsured adults in Greater Hartford. The Clinic provides care in a safe environment on a walk-in basis at four church sites in some of the poorest neighborhoods of Hartford and East Hartford.

Malta has provided more than 52,000 free patient visits since its founding, thanks to a small paid staff and a cadre of about 50+ medical volunteers (both on- and offsite) who donate about 1,000 hours of in-kind care each year. Most of our patients have common chronic diseases like diabetes, hypertension, hyperlipidemia, and asthma. They lack a primary care provider because they are unable to qualify for state or federal assistance and are unable to afford the cost of health insurance with its premiums, deductibles and co-pays.

CLINIC LOCATIONS & HOURS

Medical volunteers need not work every day but must be available to work full shifts on the days assigned (half-day shifts possible on Mondays).

- Mondays 9am–5pm St. Rose Church, 33 Church Street, East Hartford
- Tuesdays 1–6:30pm The Cathedral of St. Joseph, 134 Farmington Avenue, Hartford
- Wednesdays 10–3pm Holy Trinity Church, 53 Capitol Avenue, Hartford
- Thursdays 12–5pm St. Augustine Church, 10 Campfield Avenue, Hartford

DUTIES

Medical interpreters report to the Clinical Nurse Supervisor and/or the Medical Director. Duties include:

- Assist Malta medical assistants, nurses, and/or providers with language translation during registration and throughout patient visit
- Translate Malta Clinic materials from English into target language (can be done offsite)

QUALIFICATIONS/REQUIREMENTS

The following criteria must be met by all applicants:

- At least 18 Years of age
- High school diploma or GED
- Proficient in both source language (English) and target language (i.e. Portuguese)
- Proficient in specific medical terminology and vocabulary
- Comfortable working in a unique, mobile health care setting
- Available to volunteer on scheduled basis at least weekly
- Follow Malta House of Care Medical Clinic policies and procedures
- Adhere to the ethical code of conduct from the National Council on Interpreting in Health Care



Core Values and Code of Ethics for Interpreting in Health Care

From: A National Code of Ethics for Interpreters in Health Care, The National Council on Interpreting in Health Care Working Paper Series, July 2004

Core Values for Interpreting in Health Care

- **Beneficence:** Essential duty and obligation to support the health and well-being of the patient
- **Fidelity:** Be faithful to the original message without adding to, omitting from, or distorting the original message from the source to target language
- **Respect:** Respect the influence of culture and cultural differences

Code of Ethics for Interpreting in Health Care

- The interpreter treats all information learned in the performance of their duties as confidential.
- The interpreter strives to render the message accurately, conveying the original questions and answers precisely taking into account the cultural context
- The interpreter remains impartial and refrains from counseling, advising, or projecting personal biases or beliefs
- The interpreter maintains professional boundaries, refraining from personal involvement
- The interpreter treats all parties with respect and addresses the patient directly.
- If the patient's health, well-being or dignity is at risk, the interpreter may become an advocate. Advocacy means that an action is taken beyond facilitating communication with the intention of supporting good health outcomes.
- The interpreter strives to improve his/her knowledge and skills.
- The interpreter must act at all times in a professional and ethical manner.