

JOB TITLE: Patient Co-ordinator - Interpreter (Arabic)

UNIT: Private Patients Unit

BASE: The Royal Free Hospital, Hampstead

MANAGED BY: Operations Manager Business Development and Customer Service

Bank, band 3: £13.15 per hour

37.5 hours per week

We are looking for two highly motivated and enthusiastic arabic speaking patient co-ordinators to provide a high quality, arabic interpreting service for patients and their families from the Middle East; this will include complex medical interpreting.

In addition, the interpreters will provide administrative assistance, working as an integral part of the wider private patient team.

Main duties and responsibilities

- Welcoming, daily monitoring and pastoral and administrative support for patients, including dealing with patient and relative queries surrounding their care.
- Supporting nursing and other clinical teams in their care and communication with the patient and relatives including addressing daily queries, escalation of issues and communication of treatment information.
- Providing or organising interpreter support for each appointment and meaningful medical touch point during the patients stay in hospital.
- To explain and translate medical terminology and procedures, including consent forms.
- To provide accurate and objective translation of discussions, conversations and messages between patient and hospital/medical personnel without subjective interpretation or summarisation in order to facilitate complete understanding between parties.
- To ensure and monitor patients understanding of medical information and issues conveyed by hospital/medical personnel.
- To participate as a neutral party and an effective conduit of information flow between patient and hospital/medical personnel.
- To ensure information regarding patient's previous medical history is accurately communicated to hospital/medical personnel.
- To provide support and advice to immediate family members and ensure full communication of information regarding patient treatment and recovery.
- To assist patients and hospital/medical staff in completing a variety of forms for consent, medical history, etc.
- To examine admissions lists and plan workload accordingly.
- To seek assistance from and communicate with hospital/medical personnel to ensure effective cross-flow of information regarding the administration and progress of prescribed treatments.
- To welcome and escort patients for who english is not a first language, explaining the facilities and procedures within the hospital including any relevant health and safety information.

- To provide a sensitive and caring liaison point for the patient to discuss specific needs or concerns.
- To advise and explain to hospital/medical personnel relevant cultural and religious beliefs which may affect health outcomes or create cross cultural conflicts.
- Identify and discuss any patient concerns or fears and ensure unnecessary patient anxiety is avoided.

Person specification

Essential

- Good general level of education
- To hold an appropriate qualification or extensive experience in a medical environment
- Fluent in both verbal and written english and arabic with excellent communication skills.
- Comprehensive understanding of cultural and religious issues affecting the administration of patient care
- Good customer care skills
- Good organisational skills and time-keeping

Desirable

- Good knowledge of anatomy and understanding of medical terminology in both arabic and english
- Knowledge of relevant hospital policies and procedures

Problem solving ability

- Resolving queries in a timely manner, seeking assistance as required
- Prioritise workload
- Identify patients concerns and communicate to the relevant parties
- Find ways of satisfying cultural needs of patients

Sphere of influence

- Liaison with consultants, managers, staff, patients, third parties and general public
- Demonstrate tact and diplomacy
- Exhibit caring manner
- To be efficient and professional in representing the organisation

Responsibility

- Maintaining confidentiality
- To accurately translate information/requests from patients/visitors/clinical team
- To plan own workload using admission/discharge information
- To keep up to date with current procedures and hospital agreements
- To maintain accurate records

Skills and effort

- Good verbal and non-verbal communication skills
- Accuracy
- Grasp basic medical terminology/procedures