



Volunteer Position Description  
**Spanish Interpreter**

**Supervisor:** Client Services Director

**Position Summary:**

Translate spoken or written Spanish into English or vice versa between staff and clients/patients during appointments within office hours.

**Time Commitment:**

- Following training, at least one year of serving three to four shifts per month (each shift is three hours long).
- Attend two of three Continuing Education Events per year.
- Inform the Director of Client Services as soon as possible if you are unable to make your assigned shift.
- Sign up for volunteer shifts using Google calendar. Gmail email address required.

**Location Availability:** TBD where needed

**Application and Training Requirements:**

- Complete all elements of the on-boarding process
  - Volunteer Orientation, Foundations, Formal Interview
  - Online Google Classroom pre-coursework (3 Hours)
  - The Alternatives Approach 2-day classroom training and On-the-Job training. (6 Hours)
- On-going refreshment of skills
  - Reviewing literature, practicing occasional HL role-plays, attending Alternatives' Continuing Education events and participating in an annual skills observation and evaluation.
- On-going supervision with the Director of Client Services.
- Two years to complete APF Foundations.

**Essential Duties & Responsibilities:**

- Translate spoken or written Spanish into English or vice versa between staff and clients/patients during office hours.
- Maintain the meaning of interpreted messages.
- Translate medical information and advice from one language to another and convey cultural nuances back to the medical professional.
- Help patients and medical staff obtain and explain medical information and assist with patient follow-up, when needed.
- Interpret conversations and other interactions in person, over the phone or during testing.
- Research words to ensure proper translation.
- Follow ethical standards and keep information confidential
- Resolve cultural or communication conflicts.
- Follow Alternatives' Policies and Procedures and maintain a current knowledge and application of HIPAA.
- Answer Spanish speaking Helpline calls during office hours and schedule appointments using an online scheduling platform.
- Respond to online request for an appointment.
- Partner with Client Services Staff to serve the client/family unit.
- Consistent communication with the Client regarding client interactions.
- Demonstrate a working knowledge of CARE model and The Alternatives Approach training.
- Commit to attending Alternatives' Continuing Education Events to remain equipped to interact with clients.

- Dress casually and modestly. No shorts in the summer.

### **Qualifications**

- Acknowledgement and agreement of Alternatives' Statement of Faith, Principles and Mission Statement.
- Prior office or administrative experience preferred.
- Competence and confidence using computers and ability to navigate online scheduling programs.
- Strong people, conversational and administrative skills, and a commitment to learn.

### **Character Traits**

- A willingness to learn and an attitude of service and acceptance.
- Respect of the client and the life of their unborn child.
- The ability to listen first, speak second and empathize with others.
- Maintain big picture mentality understanding the importance of this role to the Alternatives pro-life mission.

### **Benefits**

- Putting pro-life beliefs into action.
- Learning and applying better communication skills with people in your life.
- Developing a deeper dynamic understanding and compassion for people facing unplanned pregnancies and STD's.
- Using your gifts to benefit others.
- Being part of a larger Client Services Team impacting the lives of Alternatives' clients and patients.

### **General Requirements**

- Acknowledgement and agreement of Alternatives' Statement of Faith, Principles and Mission Statement.
- Complete the volunteer application and three reference forms.
- A completed background check performed by Alternatives.
- Complete the required volunteer training.
- Commitment to enlisting at least one individual to support you in prayer.

### **Alternatives Pregnancy Center's Mission Statement:**

*Alternatives Pregnancy Center exists to care for Denver-area women and men in pregnancy-related crisis and offer them a meaningful alternative to abortion. Following the example of Christian love, we seek to meet their emotional, physical and spiritual needs. And we enable and encourage them to choose life every day.*

*We provide a 24-Hour Helpline, pregnancy tests and options counseling, limited ultrasound services, abortion pill reversal referrals, STD testing and treatment, adoption education, pre- and post-natal medical care referrals, financial and legal referrals, counseling after abortion, positive youth development curriculum and sexual risk avoidance education. All services are provided free of charge.*