



POSITION DESCRIPTION

Spanish Speaking Intake Nurse and Translator

Reports to: Sharon Bigelow, Executive Director

Location: This is a home office position for someone in NC.

Hours: Initial position is approximately 10-15 hours per week with the intent of increasing hours as the business grows.

**FSLA
Classification:
Part-Time Hourly**

Position Responsibilities:

The Spanish Speaking Intake Nurse and Translator is responsible for providing nursing and administrative support services to the NCF team by handling intake of Hispanic/Latino (H/L) cancer patients, family members and care givers over the telephone. The intake role will include providing basic information about the cancer diagnosis and NCF services that are available for cancer patients, families and caregivers of H/L clients. Additionally, he/she will serve as translator between the H/L client and the Oncology Nurse Consultants when needed.

Responsibilities include:

- Develop and maintain a basic working knowledge of cancer as a diagnosis.
- Effectively triage new H/L cancer patients and family members to identify questions, issues and educational needs.
- Effectively plan for demands of daily job duties, meetings and unexpected issues.
- Working closely with partner organizations in a collaborative effort for service delivery.
- Providing a bilingual and bicultural link to the H/L community for cancer care education, advocacy and health literacy.
- Performing other duties as assigned.
- Maintaining professional competencies and licensure requirements.

Key Competencies:

- Demonstrates a competent level of nursing knowledge and experience.
- Develops and maintains a basic knowledge of oncology and the health care system.
- Exhibits a willingness to grow and increase knowledge of cancer care
- Has the ability to learn on the fly and grasp and adapt to change as NCF expands and grows
- Has the ability to set priorities and manage time appropriately
- Possesses excellent customer focused skills including approachability, understanding others, compassion, demonstrates empathy and strong listening skills.
- Demonstrates a customer service mentality; both internally and externally.
- Demonstrates excellent patience and maintains appropriate composure at all times.
- Exhibits problem solving skills.
- Has the ability to manage diversity.
- Exhibits adequate written communications skills and telephone communication skills.
- Demonstrates the ability to establish and maintain appropriate professional boundaries and confidentiality.
- Maintains a high level of ethics and values.
- Possesses integrity and is trustworthy.
- Can multi-task.

Required Qualifications:

- Licensed practical nurse in good standing
- Excellent English and Spanish language skills to serve the Hispanic/Latino community



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- Minimum of 4 years of direct patient care experience
- Ability to work independently and collaboratively from a home office.
- Microsoft Office, Outlook, Internet
- Flexible hours (within business hours) to be agreed upon with hiring manager
- Candidate must demonstrate that he/she has an acceptable home-based office with privacy and sufficient access to the internet.

Preferred Qualifications:

- Licensed Practical Nurse with experience in an oncology
- Experienced with medical translation
- Motivated by service, humility and compassion.

Physical Requirements:

- Ability to develop work product using computer software
- Ability to communicate routinely via phone, personal contact and via computer
- Ability to drive a vehicle to conduct company business and attend events
- Walking, standing, sitting required throughout the typical business day

	Signature	Date
Originator: Sharon Bigelow		05/09/2013
Partner Review:		
Human Resources: Beth Roach		05/09/2013
<i>Next Review Date (not longer than 12 months):</i>		