



JOB DESCRIPTION

CCHI Performance Examination Rater

v. March 2021

CCHI Rater is responsible for grading the audio responses of CCHI candidates by applying CCHI-defined rubrics in a consistent and unbiased manner and maintaining their knowledge of CCHI rating process by attending rater training sessions. This is a remote work position that requires the rater to utilize their own computer (or laptop) and broadband internet connection. Rater reports to the Executive Director and works closely with the Customer Management Services (CMS) Specialist and CCHI's testing vendor's staff responsible for scoring of CCHI performance exams.

Responsibilities:

Rating:

- Perform rating remotely, from a location within the U.S., where privacy and online security are ensured, in order to preserve the integrity of CCHI's exam content and confidentiality of candidate's responses.
- Utilize rater's own computer (or laptop) and secure broadband internet connection. Use of public and unsecured internet connection is strictly prohibited.
- Listen to the audio responses of CCHI candidates several times as needed by accessing CCHI's browser-based rating platform and score (grade) each response by applying CCHI's scoring rubrics and rating conventions in a consistent and unbiased manner.
- Record the grade for each response in the online platform or mark a response "unscorable" if no audio is present.
- Recuse yourself from rating in situations when a conflict of interest exists or is perceived, e.g., recognizing a candidate's voice as the rater's colleague.
- Recuse yourself from rating if not familiar with a candidate's dialect.
- Conduct rating in a timely manner within rating periods specified by CCHI. Rating must be performed every week of the rating period (as long as audio responses are available).
- Inform the Executive Director (or designated staff) in a timely manner of the inability to rate during a specific rating period or a portion of it, due to various reasons, including but not limited to their travel outside the U.S. during the rating period, personal or technical emergencies, etc.
- Record rating time in an electronic timesheet and email it to CCHI's staff within 3 business days of completing the rating assignments for the corresponding testing window.

Training:

- Complete the initial on-the-job training via a virtual live meeting and self-paced online platforms. The initial training is conducted during the first two weeks of hire per the training schedule provided to the employee at the time of hire.
- Participate, via a virtual meeting platform, in quarterly rater trainings (1-2 hours each) conducted by CCHI before each rating period.
- Participate, via a virtual meeting platform, in rater trainings related to updated examination content conducted by CCHI biannually, with the schedule coordinated with the raters of the specific language.
- In case an emergency prevents from attending a live remote training, review the recorded material in a timely manner as directed by CCHI.
- When necessary and appropriate provide feedback and recommendations regarding rating processes to the Executive Director.

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General:

- Annually sign the Conflict of Interest/Participation and Security agreements.
- Adhere to CCHI's security, confidentiality/non-disclosure, conflict of interest, and privacy policies.
- Maintain your role as a CCHI rater confidential, with the exception of providing your resume for employment purposes. Do not share your role on social media and in other public communication.

Conduct and Public Relations

- Uphold and enforce CCHI policies and rating procedures.
- Promptly disclose any potential conflict of interest, including perceived one.
- Maintain professional and ethical work habits such as accurate time management and reporting.
- Display respect and professionalism in all interactions with fellow raters, CCHI Commissioners, and staff.
- Be an ambassador to the public of CCHI programs.
- Establish and maintain cooperative relationships with CCHI Commissioners, vendors, and staff.

Required Qualifications

- Hold a corresponding CHI™ certification
- At least five years of experience working as a healthcare interpreter as one of the following:
 - Staff – working in a full- or part-time (minimum .5 FTE) position (at a healthcare facility/provider or working for a language services agency)
 - Freelance – the majority of interpreting work must be healthcare-related.
- Absence of conflict of interest (see the COI Policy at <https://cchicertification.org/uploads/CCHI-Policies-Advisors-SMEs-Volunteers.pdf>)
- High School diploma or its equivalent
- Excellent verbal and written communication, and interpersonal skills
- Ability to work independently and efficiently
- High attention to details and good organizational skills
- Excellent computer skills in: Chrome browser, MS Word, email communication, any virtual meeting platform

Preferred Qualifications

- Experience as CCHI's Subject Matter Expert (SME)
- Work experience in evaluating interpreter performance, teaching a foreign language or English, or editing/reviewing translations
- Bachelor's degree in interpreting/translation, foreign language, English, education, or communications-related area

Employee Evaluation

- Upon completing the initial training and no later than at three (3) months of hire, employee is evaluated by the Executive Director.
- Employee's evaluation is conducted annually thereafter.

Employee Status and Compensation

- The rater is a non-exempt, educational support/testing services employee. The employment is on an at-will basis.
- The working time is defined by the CHI™ testing windows schedule (<https://cchicertification.org/certifications/scheduling/>) and the volume of exams in a specific

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language. Typically, rating is done in 4-6 weeks periods four times a year. The working week during these rating periods is established at 40 hours. The employee will provide quarterly timesheets in a timely manner, within 3 business days of completing the rating assignments for the corresponding testing window.

- Any overtime hours in excess of 40 hours in a workweek within the rating periods are reimbursed at a rate of one and a half times the regular rate of pay. Employee must seek pre-approval by the Executive Director (or their designee) prior to commencing overtime work. Employee may be subject to disciplinary measures for working unauthorized overtime.
- The rating workload is assigned based on the number of exams administered during a testing window. The workload includes rating of responses in all three modes of interpreting (consecutive, simultaneous, and sight translation).
- Compensation for rating is based on a per-unit basis (piecework pay), i.e., employee is paid based on the number of responses rated during a rating period. CCHI pays a specific fixed rate based on the type of the response rated (consecutive, simultaneous, and sight translation). CCHI's rating platform records each rating performed by an employee.
- Compensation for rater training is at an hourly rate of \$40.
- The salary is paid quarterly via direct deposit, typically the last week of March, June, September, and December.

Time allocation

CCHI requires employee to:

- Rate weekly, within the specified rating periods which commence a week after a testing window (<https://cchicertification.org/certifications/scheduling/>), during any time convenient for employee.
- Report any IT issues during the weekdays between 8 am- 5 pm Eastern Time.
- Virtual training schedule is coordinated by the Executive Director at least one (1) week in advance. Training is usually conducted in one- or two-hour segments, on weekdays between 6-11 pm ET/ 5-10 pm CT/ 3-8 pm PT
- If needed, be available for trainings on Saturdays per mutual, advance agreement and as instructed by the Executive Director.

Fringe Benefits

- Establish your own work hours within a rating period
- Choose rating periods with advance written notice (may skip up to two consecutive periods or by mutual agreement with CCHI)

Eligibility for the following benefits starts according to the federal and state regulations:

- FICA, Workers' Compensation, Unemployment Insurance
- Annual and Sick Leave – accrued Paid-Time-Off (PTO)
- FMLA

I acknowledge I have read the above job description, and I understand and accept my responsibilities as the rater at the Certification Commission for Healthcare Interpreters.

Employee Signature

Date

Employee Name

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