

Title: WIC Program Assistant IV/WNA
Hours: Up to 40 hours per week
Wage Range: \$18.36 per hour
Supervisor: WIC Coordinator
Exempt Status: Non-Exempt

Job Summary:

Women, Infants and Children (WIC) Supplemental Nutrition Program provide nutrition education, breastfeeding promotion and support, and supplemental foods for pregnant women, breastfeeding women and families with children up to the age of 5 years. Under general supervision, this position is responsible for management of the WIC office. The position also provides direct client services as well as limited nutrition and breastfeeding education/counseling.

Supervisory Responsibilities:

- None.

Duties/Responsibilities:

- Professionally administer all incoming calls as needed
- Ensure phone calls are redirected accordingly to the appropriate employee
- Greet guests in a professional, friendly, hospitable manner
- Provide callers and visitors with information on agency services, agency address and phone number, website, and other related information
- Collecting and inputting eligibility requirements of applicants for program benefits according to policy
- Learn and use the WIC WISE Information system
- Assist with the organization and implementation of program special events
- Maintain effective contact with various agencies in the community
- Attend meetings and trainings as required and requested by supervisor
- Knows and complies with all agency procedures as outlined in the New Employee Desk Guide and Employee Handbook
- Attends appropriate meetings such as the California WIC Association annual meetings
- Attends trainings and workshops as appropriate for position and as directed by supervisor
- Work towards the completion of the WIC Nutrition Assistant (WNA) certification over 12 months of hire
- Work towards the completion of the WIC Breastfeeding Curriculum over 12 months of hire
- Accurately evaluate the anthropometric, biochemical, dietary, and other health related data when determining medical/nutritional risk and eligibility
- Assist in providing and teaching nutrition and health classes in accordance with established lesson plans
- Typing, designing and proofreading general correspondence, memos, forms, charts, tables, graphs etc.
- Scheduling and organizing meetings, travel and conferences and provide Fiscal with appropriate purchase orders
- Attend program staff meetings when scheduled
- Ensuring master forms are complete and accurate. Ensure that forms are available for staff use
- Maintaining WIC Program Manual (WPM)
- Maintaining warranty information and maintenance records for WIC vehicle
- Update and maintain WIC Inventory using the LAIS database system
- Assists Program Coordinator with purchase of WIC supplies and materials
- Maintain participant confidentiality
- Learn and understand WIC policies and procedures
- Attend all WIC outreach sites to provide direct client service
- Provide counseling on nutrition, breastfeeding and health related topics using Participant Centered Education (PCE)

- Practice good judgment and participant confidentiality
- Prescribe the appropriate food benefit package
- Implement nutrition care plan
- Identify highest priority risk to address in counseling session
- Document counseling sessions on the WIC WISE program using the appropriate screens
- Prepare and schedule appropriate follow up contacts in nutrition education plan
- Determine WIC program eligibility
- Issuance of Food benefits
- Accurately document participants contacts, including enrollments, recertification and nutrition contacts
- Make decisions to disqualify participants based on eligibility requirements
- Prescribe and reissue food benefits as appropriate
- Void food benefits as appropriate
- Assist in the reconciliation of the monthly inventory report
- Referrals to health and human services agencies as needed
- Provide outreach to the county
- Answer phones, schedule appointments
- Assess participant's breastfeeding infant practices at individual education appointments
- Promote breastfeeding as the preferred method as infant feeding
- Exhibit a positive attitude about breastfeeding and demonstrate breastfeeding knowledge during interaction with participants
- Participate in breastfeeding promotion activities and trainings
- Complete 4 hours of CDPH WIC approved breastfeeding training annually
- Complete at least 4 hours of CDPH WIC approved nutrition education training annually
- Help maintain a safe working environment for staff and clients
- Other duties as assigned.

Required Skills/Abilities:

- Demonstrated proficiency to learn lactation education skills
- Demonstrated proficiency to learn nutrition education counseling skills
- Average level of proficiency in Word and Internet e-mail
- Above average writing and communication skills
- Ability to learn resources available

Education and Experience:

- High school diploma or equivalent and 3 years' experience in comparable position
- 1 year experience providing case management and monitoring
- 2 years' office management experience
- 2 years' experience maintaining files and working with a filing system
- 2 years' experience record keeping
- 2 years' experience providing customer service or reception duties
- Must complete WIC Nutrition Assistant (WNA) training within twelve months of date of hire
- Must complete 20 hours of State IC approved breastfeeding training within 12 months of date of hire

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer
- Must be able to lift up to 15 pounds at times
- Some driving required to outlying areas

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.