

UMATILLA-MORROW CO. HEAD START, INC.  
POSITION DESCRIPTION

BILINGUAL WIC CERTIFIER/CLERK	
<b>Supervisor: WIC Team Leader</b>	<b>Subordinates: None</b>
<b>Classification: Coordinator III</b>	<b>Exempt Status: None</b>
<b>Terms of Employment: Regular Full-time</b>	

**Job Goal:** Screen applicants for program eligibility and provide nutrition education to WIC participants.

**Responsibilities:**

1. Certification Screening of Program Applicants
  - a. Explain purpose of the WIC program to new participants and explain eligibility criteria for participation in the WIC program.
  - b. Accurately screen potential participants by taking biochemical and anthropometric measurements and briefly explain results to participants.
  - c. Assess and counsel participants on information collected in Health Questionnaire and Diet Questionnaire which may impact nutritional status..
  - d. Complete a diet assessment for adequacy/inadequacy of nutrient intake and general pattern.
  - e. Record documentation within participants' record
    - i. Ensure completion of health questionnaire
    - ii. Ensure completion of diet questionnaire
    - iii. Ensure assessment of diet recall
    - iv. Ensure accurate completion of growth grid and prenatal weight gain grids
    - v. Ensure identification and documentation of problems/needs/concerns within the TWIST data system.
    - vi. Ensure completion and/or review of progress notes.
    - vii. Ensure high risk referral criteria is maintained and high risk care plan is followed as developed by R.D.
    - viii. Ensure completion of referrals to health and social service agencies as needed.
  - f. Determine program eligibility/ineligibility status of applicants through health screening and diet assessment.
  - g. Inform participants of nutrition risk criteria that qualify them for participation in WIC.
  - h. Ensure participant receives verbal and written notification when unable to identify nutrition risk factors that qualify participant for WIC services.
  - i. Select appropriate food package to meet participants' identified needs and schedules follow-up appointments per scheduling policy.
  - j. Maintain a clean and safe clinic environment per cleaning guidelines. Notify supervisor of safety concerns identified or broken equipment.
  - k. Check adult and infant scales for identified variance to be considered in growth and/or weight gain assessment.
  - l. Ensure quality assurance checks are maintained for Hemocue and refrigerator on site daily.

- m. Assist with inventory of nutrition education materials and medical supplies two times per year.
  - n. Maintain confidentiality and security of participant records.
  - o. Provide nutrition education for participants as designated.
  - p. Promote breast feeding at every opportunity. Counsel for breast feeding concerns and complete breast feeding tracking in TWIST system.
  - q. Counsel participants for breast pump needs. Assure education is provided regarding pumping technique, breast milk storage and information on how child care provider can support breast feeding. Ensure participant signs a Breast Pump Release form when issues breast pump equipment.
  - r. Demonstrate use of Oregon WIC Program Policy and Procedures manual for program guidance.
2. Clerical Duties and Certification Screening of Program Applicants for Income, Identity, Residency.
- a. Fulfill receptionist duties as needed:
    - i. Answer and refer all in-coming calls to appropriate person.
    - ii. Greet all participants in a congenial, respectful, and professional manner.
  - b. Complete prescreening when applicants inquire about eligibility for participation.
  - c. Schedule certification screening and high risk appointments within the recommended timeline.
  - d. Notify potential participants of the need to provide proof of Income, Identity, and Residency at their screening appointment.
  - e. Ensure documentation of Income, Identity, and Residency is entered into the participant record.
  - f. Ensure participant understands their rights and responsibilities prior to signing the Participant Signature form.
  - g. Offer opportunity to register to vote during intake for all adult participants.
  - h. Ensure voter registration section is completed on the Participant Signature form. Process completed Voter Registration Forms.
  - i. Schedule participants for individual and group nutrition education contacts per scheduling policy.
  - j. Provide verbal and written notification of ineligibility and/or termination of program benefits.
  - k. Issue food instruments according to WIC package assigned by certifier or Registered Dietitian. Ensure that participant signs manual food instrument register
  - l. Explain redemption of food instruments, appointment scheduling needs, and proxy pick-up of food instruments.
  - m. Complete food instrument mailing per policy and procedure.
  - n. Call participants no less than 2 business days before an appointment to provide reminder of appointments and classes.
3. General WIC Program
- a) Assist WIC Operations Manager in periodic updates of WIC clinic policies and procedures.

- b) Participate in annual nutrition education plan review.
- c) Refer high risk participants for R.D. chart review, follow-up, or appointment.
- d) Attend WIC in-service meetings.
- e) Maintains objective and professional standards.
- f) Perform other reasonably related duties as assigned by supervisor as needed.

**Qualifications:**

- 1. 2 years in college or technical training in Foods and Nutrition or employment in a health related field.
- 2. Physical examination and TB screen documentation upon hire.
- 3. Basic knowledge in computer data entry and/or word processing.
- 4. Experience working in professional office environment with ability to communicate one-to-one, on telephone, and in group setting.
- 5. Fluent in English and Spanish both verbally and written.
- 6. Adequate means of transportation.
- 7. WIC experience (preferred)
- 8. Community service experience (preferred)
- 9. Multi-cultural experience (preferred)

**General Staff Responsibilities:**

- 1. Participate in staff meetings, conferences, training sessions and workshops as assigned.
- 2. Demonstrate familiarity with employment policies, performance standards, work plan and objectives of Agency.
- 3. Maintain congenial and respectful relations with staff, children, families and community.
- 4. Keep current and accurate records.
- 5. Maintain confidentiality in regards to staff and family information.
- 6. Maintain objectives and professional standards.
- 7. Improve self-skills and education.
- 8. Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy.
- 9. Perform any other work-related duties as requested by your supervisor.
- 10. Be present at work in order to provide consistency of services.
- 11. Be a contributory team member in a positive/productive manner.
- 12. Demonstrate commitment to mission, values, and policies in the performance of daily duties.

**Other Requirements:**

- 1. Communicate effectively with staff, families, children, and the public using the phone and in face-to-face, one-to-one, and in group settings.
- 2. Observe, compare, and monitor behaviors, records and data to determine compliance with prescribed standards.
- 3. Comprehend, analyze, and make inferences and references from written material.
- 4. Fluent in English both verbally and written.
- 5. Perform physical inventory of equipment and/or supplies.
- 6. Work with children requiring the ability to walk or run quickly, kneel or sit on floor, bend, and lift, walk over rough or uneven ground, exposure to weather etc.

7. Lift and move heavy and/or bulky objects or children weighing up to 50 lbs.
8. Maintain the safety of the environment and children through visual, auditory and smelling senses.
9. Produce written documentation with clearly organized thoughts using proper sentence construction, punctuation and grammar.

***Umatilla-MorrowHead Start, Inc.***  
***Is***  
***An Equal Opportunity Employer***

UMCHS 07/04 WIC CertifierClerk