

WIC CERTIFIER/CLERK

PROGRAM: UMATILLA-MORROW HEAD START, INC.

Name: _____

Date: _____

| | | | | |
|-----------------|-------------|--------------|----------------|------------------|
| 1. Unacceptable | 2. Marginal | 3. Competent | 4. Commendable | 5. Distinguished |
|-----------------|-------------|--------------|----------------|------------------|

A. General Staff Responsibilities:

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

*Comments or examples:

B. Certification and Screening of Program Applicants for Nutritional Risk Factors:

- | | | | | | | |
|-----|---|---|---|---|---|---|
| 1. | Explains purpose of the WIC program to new participants and explains eligibility criteria..... | 1 | 2 | 3 | 4 | 5 |
| 2. | Accurately screens potential participants for height, weight, blood iron (Hemoglobin) and documents results. | 1 | 2 | 3 | 4 | 5 |
| 3. | Checks adult and infant scales for identified variances in assessing growth/weight. | 1 | 2 | 3 | 4 | 5 |
| 4. | Explains results of medical data to participant | 1 | 2 | 3 | 4 | 5 |
| 5. | Assess and counsels participants on information collected in Health and Diet Questionnaires. . | 1 | 2 | 3 | 4 | 5 |
| 6. | Correctly evaluates written diet recall and counsels participant on adequacy/inadequacy of nutrient intake and general eating pattern | 1 | 2 | 3 | 4 | 5 |
| 7. | Determines program eligibility/ineligibility status of applicants through health screening and diet assessment | 1 | 2 | 3 | 4 | 5 |
| 8. | Explains nutrition risk criteria that qualifies participant for participation in the WIC program... | 1 | 2 | 3 | 4 | 5 |
| 9. | Provides nutrition education and materials based on identified nutrition risk factors..... | 1 | 2 | 3 | 4 | 5 |
| 10. | With participant, plan nutrition education contacts that addresses identified risk factors..... | 1 | 2 | 3 | 4 | 5 |
| 11. | Develops individualized goals to help participant resolve identified risk factors..... | 1 | 2 | 3 | 4 | 5 |
| 12. | Involves the participant in setting goals..... | 1 | 2 | 3 | 4 | 5 |
| 13. | Selects appropriate food package based on participant's identified needs and risk factors..... | 1 | 2 | 3 | 4 | 5 |
| 14. | According to program's policy and procedures, refers high risk participants to nutritionist.... | 1 | 2 | 3 | 4 | 5 |

*Comments or examples:

C. Breastfeeding Support:

- 1. Promote breastfeeding at pregnancy screen, group education, food instrument pick-up..... 1 2 3 4 5
- 2. Document breastfeeding plans and/or experiences in breastfeeding tracking..... 1 2 3 4 5
- 3. Counsel breastfeeding women as concerns are identified and document in participant record... 1 2 3 4 5
- 4. Upon request, assess breast pump needs and issue appropriate pump type needed..... 1 2 3 4 5
- 5. Provide education on how to use breast pump, breast milk storage, and information for child care providers to support breastfeeding mother..... 1 2 3 4 5
- 6. Assists in monitoring breastfeeding materials and breast pumps stock on hand 1 2 3 4 5

*Comments or examples:

D. Application, Client Intake, and Food Instrument Issuance:

- 1. Issues and processes appropriate program applications and forms. 1 2 3 4 5
- 2 Maintains prioritized waiting list when necessary 1 2 3 4 5
- 3 Prescreens potential participants before scheduling screening appointment..... 1 2 3 4 5
- 4. Ensures proof of Identification, Residency, and Income are documented for each participant... 1 2 3 4 5
- 5. Ensures adult participants receive an opportunity to register to vote, provides registration form and attains signatures on Participant Signature Form 1 2 3 4 5
- 6. Ensures participants receives and understands Rights and Responsibilities prior to attaining confirmation signature 1 2 3 4 5
- 7. Issues food instruments according to food package assigned by certifier or Registered Dietitian. 1 2 3 4 5
- 8. Ensures food instrument register signatures are attained with each issuance..... 1 2 3 4 5
- 9. Mails food instruments following program policy..... 1 2 3 4 5
- 10 Explains redemption of food instruments and proxy pick-up procedure..... 1 2 3 4 5
- 11 Issues WIC identification and Verification of Certification cards per policy..... 1 2 3 4 5
- 12 Completes participant transfers into or out of local program, ensures appropriate documentation is attained, schedules follow-up appointment and assigns appropriate food package. 1 2 3 4 5

*Comments or examples:

E. WIC Program Operation:

- 1. Is familiar with TWIST data system and effectively records participant information 1 2 3 4 5
- 2. Ensures participants receive notification of upcoming appointments 1 2 3 4 5
- 3. Informs participants verbally and in writing when they reach maximum term available for WIC services with notation of the reason for termination from the program 1 2 3 4 5
- 4. Provides required orientation of WIC services for new or reactivated participants. 1 2 3 4 5
- 5. Documents when participant attends scheduled or walk-in appointments 1 2 3 4 5
- 6. Issues Bid formula according to distribution policy with appropriate documentation 1 2 3 4 5
- 7. Maintains quality assurance checks for Hemocue and refrigerators on site daily. 1 2 3 4 5
- 8. Maintains a clean and safe clinic environment per cleaning guidelines. 1 2 3 4 5
- 9. Notifies immediate supervisor of any safety concerns identified or broken equipment 1 2 3 4 5
- 10. Assists in monitoring amount of medical supplies and nutrition materials on hand..... 1 2 3 4 5
- 11. Completes supply orders and/or requisitions as assigned..... 1 2 3 4 5

*Comments or examples:

F. General WIC Program:

- 1. Assists WIC Operations Manager as needed in periodic updates of local WIC policies and Procedures..... 1 2 3 4 5
- 2. Implements Oregon WIC Program Policy and Procedures..... 1 2 3 4 5
- 3. Participates in annual program review..... 1 2 3 4 5
- 4. Participates in developing and assessing nutrition education plan as requested..... 1 2 3 4 5
- 5. Attends WIC in service meetings and training..... 1 2 3 4 5
- 6. Maintains confidentiality and security of participants records and food instruments..... 1 2 3 4 5

*Comments or examples:

G. Staff Communication and Team Membership:

- 1. Shares materials and information. 1 2 3 4 5
- 2. *Uses appropriate channels for concerns and does not interfere in a situation another staff
- 3. person is handling. 1 2 3 4 5
- 4. *Supports team members and supervisor verbally and by attitude. 1 2 3 4 5
- 5. Sets aside sufficient time to meet and plan with team members. 1 2 3 4 5

*Comments or examples:

H. Work Ethics:

- 1. *Comes to work on time. 1 2 3
- 2. Notifies supervisor prior to beginning of work day when not able to come to work. 1 2 3
- 3. *Misses little time because of illness. 1 2 3
- 4. Willingly accepts changes in program. 1 2 3
- 5. Accepts and acts on constructive criticism. 1 2 3
- 6. Follows through on accepted tasks or agreements. 1 2 3

*Comments or examples:

Do you have long-term employment goals? _____

What help do you need to accomplish these goals? _____

Additional Information: _____

Supervisor's Signature _____ Date _____

WIC Certifier/Clerk Signature _____ Date _____

Rating Scale Explanation:

1. UNACCEPTABLE - Performance falls substantially short of the expectations for competency. Requires much improvement.
2. MARGINAL - Performance does not meet an acceptable level in all areas, but employee is steadily improving.
3. COMPETENT - Performance is fully acceptable. Performance meets standards set for the position on a consistent basis.
4. COMMENDABLE - Performance is significantly better than average. Consistently exceeds standards; distinctive performance.
5. DISTINGUISHED - Exceptional performance of unusually high caliber. Remarkable achievement and pacesetting performance.

Any task marked 1, 2, or 5 must have a comment written to justify the score.

Any task marked 1 or 2 must have a plan of assistance written and be attached to the performance evaluation.

Any * task (essential job function) marked a 1 or 2, no merit increase will occur until the task is brought up to competency.

Three tasks marked a 1 or 2, no merit increase will occur until the task is brought up to competency.

- Successful completion of a 6 month introductory period
- Eligible for merit increase
- Not eligible for merit increase