

**WIC CERTIFIER/CLINIC MANAGER**  
**PROGRAM: UMATILLA-MORROW COUNTY HEAD START, INC.**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. UNACCEPTABLE	2. MARGINAL	3. COMPETENT	4. COMMENDABLE	5. DISTINGUISHED
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**A. General Staff Responsibilities:**

1. Participate in staff meetings, conferences, training sessions and workshops as assigned .....1 2 3 4 5
2. Demonstrate familiarity with employment policies, performance standards, work plan and objectives of Agency .....1 2 3 4 5
3. Maintain 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 objectives 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 measures height, weight, blood iron (Hemoglobin) and records results using standard grids and records 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 histories and counsels participants on adequacy/inadequacy of nutrient intake and general 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 address 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 clients to nutritionist .....1 2 3 4 5
15. Familiar with TWIST intake procedures and provides back-up in clerk's absence.....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 plans and/or experiences with breastfeeding 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, information for child care providers to support breastfeeding mother.....1 2 3 4 5
- 6. Complete inventory of breast pumps in stock on site every 3 months.....1 2 3 4  
5

\*Comments or examples:

**D. General WIC Program:**

- 1. Assists WIC director as needed in periodic updates of local WIC clinic policies and procedures1 2 3 4 5
- 2. Read, file, and implement Oregon WIC Program Policy and Procedures manual updates .....1 2 3 4 5
- 3. Participates in annual program review .....1 2 3 4 5
- 4. Refer high risk clients to RD for counseling.....1 2 3 4 5
- 5. Attends WIC in service meetings and training.....1 2 3 4 5
- 6. Maintain objective and professional standards .....1 2 3 4 5

\*Comments or examples:

**E. Specific Job Duties:**

- 1. Plans yearly nutrition education activities for clinic..... 1 2 3 4  
5
- 1. Complete inventory of nutrition education materials and medical supplies two times per year..... 1 2 3 4 5
- 2. Investigates participant/retailer complaints and completes follow up report for WIC Operations Manager and OSHD..... 1 2 3 4 5
- 3. Provides vendor training with OSHD staff when necessary..... 1 2 3 4 5

\*Comments or examples:

**F. Supervisory Skills and Duties:**

- 1. Provides direction to staff so that they can adequately complete their tasks and increase their skills .....1 2 3 4 5
- 2. \*Sets aside sufficient time to meet and plan with staff .....1 2 3 4 5
- 3. Helps staff become more proficient by:
  - a. Patiently answering questions.....1 2 3 4 5
  - b. Giving needed direction pleasantly.....1 2 3 4 5
  - c. Recognizing accomplishments.....1 2 3 4 5
  - d. Evaluating staff often and objectively .....1 2 3 4 5
- 4. Delegates effectively and appropriately .....1 2 3 4 5
- 5. Elicits staff input and acts on it .....1 2 3 4 5
- 6. \*Assures consistency of procedures and practices among staff.....1 2 3 4 5
- 7. Acts on staff problems quickly and appropriately.....1 2 3 4 5

- 8. \*Ensures staff are aware of and implement program policies and procedures .....1 2 3 4 5
  - 9. Regularly informs staff of inter-agency communication deadlines, and changes in policies and procedures.....1 2 3 4 5
  - 10. Assist in the interviewing and hiring process.....1 2 3 4 5
  - 11. \*Ensures that staff is actively engaging in work.....1 2 3 4 5
  - 12. Promotes leadership skills in others .....1 2 3 4 5
  - 13. Evaluates staff on an ongoing basis .....1 2 3 4 5
  - 14. Does yearly formal staff evaluations.....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 person is handling.....1 2 3 4 5
  - 3. \*Supports team members and supervisor verbally and by attitude .....1 2 3 4 5
  - 4. 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 Clinic Manager's Signature \_\_\_\_\_ Date \_\_\_\_\_

UMCHS/RVS 0704

**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**