

# WIC CLERK

## 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. Program Operation:**

1. Does receptionist duties as needed by:
  - Answering calls and making appropriate referrals and responses .....1 2 3 4 5
  - Ensuring written messages are taken as needed and forwarded .....1 2 3 4 5
  - Greeting all clients in an appropriate manner .....1 2 3 4 5
  - Calling daily to remind participants of appointments and classes.....1 2 3 4 5
2. Prioritizes waiting list when necessary .....1 2 3 4 5
3. Schedules participant appointments per scheduling policy.....1 2 3 4 5
4. Provides orientation to WIC Program services and agency for new participants.....1 2 3 4 5
5. Provides referral information to community programs to meet participants identified needs.....1 2 3 4 5
6. Assists in the implementation of program regulations and policies .....1 2 3 4 5
7. Maintains cleanliness and safety of waiting area.....1 2 3 4 5
8. Distributes the Newsletter.....1 2 3 4 5
9. Completes supply requests to agency and OSHD .....1 2 3 4 5
10. Helps to maintain inventory of clinic supplies .....1 2 3 4 5
11. Provides input as requested on developing policies and procedures .....1 2 3 4 5
12. Participates in developing and assessing nutrition education plan as requested .....1 2 3 4 5

\*Comments or examples:

**C. Application, Client Intake, and Food Instrument Issuance:**

- 1. Issues and processes appropriate program applications and forms .....1 2 3 4 5
- 2. Ensures proof of Identification, Residency, and Income are documented for each participant..... 1 2 3 4 5
- 3. Prescreens potential participants before scheduling screening appointment.....1 2 3 4 5
- 4. Offers opportunity to register to vote at each adult certification appointment... ..... 1 2 3 4 5
- 5. Ensures participants understand their rights and responsibilities prior to acquiring signatures.....1 2 3 4 5
- 6. Issues termination and ineligibility letters following policy .....1 2 3 4 5
- 7. Issues food instruments food package as 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. Ensures participants understand their rights and responsibilities prior to acquiring signatures.....1 2 3 4 5
- 13. Issues termination and ineligibility letters following policy .....1 2 3 4 5
- 14. Uses proper procedures to transfer client(s) into and out of program .....1 2 3 4 5

\*Comments or examples:

**D. 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
- 5. Performs other reasonably assigned duties as assigned by supervisor or manager .....1 2 3 4 5

\*Comments or examples:

**E. Record Keeping and Reporting:**

- 1. Participant records are maintained with appropriate signature forms and prescriptions present ....1 2 3 4 5
- 2. Updates participant records as needed.....1 2 3 4 5
- 3. Maintains confidentiality and security of participants records and food instruments .....1 2 3 4 5

\*Comments or examples:

**F. 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 Clerk'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**