

TOOELE COUNTY  
Job Description

TITLE:	<u>WIC Coordinator</u>	JOB CODE:	<u>215</u>
DIVISION:	<u>WIC</u>	EFF. DATE:	<u>Revised: 11/02/09</u>
DEPARTMENT:	<u>Health</u>	GRADE:	<u>28</u>
EEO CLASS:	<u>Professional</u>	FLSA:	<u>Exempt/Profess.</u>
WORKERS COMP.:	<u>County</u>	CDL:	<u>Not Required</u>

**GENERAL PURPOSE**

Coordination activities will include monitoring and evaluating WIC programs and staff to ensure action plans are carried out and reports are completed. Will work regularly with the Family and School Health Supervisor and perform various duties to ensure the Department runs smoothly. Will perform as the acting Supervisor for issues related to WIC. Carries out requirements found in the Federal and State WIC regulations; monitors, evaluates and comments on policies, hearings, programs, levies and community actions affecting WIC.

**SUPERVISION RECEIVED**

Works under the general supervision of the Family and School Health Supervisor. Employee is subject to supervision with results reviewed in detail and technical guidance in special projects or assignments.

**SUPERVISION EXERCISED**

Oversees the training, standardization, technical review and program development for areas within the WIC Clinics. Responsible for evaluating staff and conducting performance reviews, providing training on specialized WIC issues, review and sign timecards and time logs and have general administrative oversight.

**EXAMPLE OF DUTIES**

**OJBECTIVE A: DIRECTS AND ENSURES DAILY CLINIC OPERATONS ARE MAINTAINED AND PROVIDES CLINIC MANAGEMENT ACCORDING TO FEDERAL, STATE, AND LOCAL WOMEN, INFANTS AND CHILDREN (WIC) POLICIES AND PROCEDURES (35%)**

- Task 1. Plans, coordinates and directs assigned clinic operations ensuring program benefits are made available to all eligible persons.
- Task 2. Ensures clinic services provided to eligible participants are in compliance with Federal and State Policies and Procedures, and local guidelines.
- Task 3. Coordinates WIC activities at the assigned clinic site ensuring customer oriented service that provides appointment during non-traditional business hours (early morning, evenings and Saturday). This includes coordination with other public health programs at assigned clinic location.
- Task 4. Plans and implements corrective action and written response to the annual Management Evaluation as required by the Federal and State WIC Policies and Procedures.
- Task 5. Acts as the administrator over the clinic's computer and voucher system and prevents program fraud by ensuring security of voucher checks and security of computer system.
- Task 6. Investigates alleged program abuse by clients, issues appropriate corrective action when appropriate, which may include warning, suspension or repayment of benefits.

- Task 7. Monitors and assesses the quality and appropriateness of nutritional services by conducting self monitoring tool, audits, reviewing statistical reports and implementing corrective action and tracking outcome.
- Task 8. Assists in the development and preparation of the annual nutrition education plan and identifies and sets nutrition education goals for the upcoming year. This includes preparation of Nutrition Education In-service to staff.
- Task 9. Makes recommendations to administration for quality process improvement.
- Task 10. Develops and monitors the clinic appointment system to ensure cost effectiveness, timely service and compliance to federal processing standards.
- Task 11. Ensures assigned clinic is adequately staff during hours of operation by developing and coordinating clinic staff work schedule and or initiating coverage requests from other clinic locations.
- Task 12. Manages clinic inventory, secures and accounts for equipment and oversees clinic supplies.
- Task 13. Initiates work order requests to ensure building and equipment are in working order and coordinates building needs with facilities manager. This includes ensuring building security.
- Task 14. Coordinates with the immunization program immunization activities at the WIC clinic; and ensures immunization data is collected in order to promote and assist in reaching TCHD immunization goal.

**OBJECTIVE B: PROVIDES STAFF SUPERVISION (20%)**

- Task 1. Provides supervision of staff including promoting, orienting, training, assigning and reviewing work performance, annual work performance appraisal, and discipline.
- Task 2. Assists in the development of measurable employee performance standards.
- Task 3. Participates and represents WIC on assigned WIC related committees.
- Task 4. Conducts stand up meetings and communicates information to staff in a timely manner.
- Task 5. Provides employees with ongoing feedback, coaching and counseling to correct and/or improve job performance and to provide employees with positive feedback.
- Task 6. Ensures that appropriate WIC competency modules assigned by employee work function are completed as per established State WIC Policies and Procedures.
- Task 7. Provides supervision of volunteers and interns.

**OBJECTIVE C: PROVIDES CERTIFIED DIETITIAN SERVICES AND/OR PERFORMS SERVICES OF A CERTIFIED PROFESSIONAL AUTHORITY (CPA) (20%)**

- Task 1. Provides direct client services by assessing and evaluating client's nutritional status, developing and implementing nutritional care plan, providing nutritional counseling and referring clients to a Certified Dietitian for high-risk counseling and follow-up.
- Task 2. Evaluates and assesses high risk clients to provide medical nutrition therapy.
- Task 3. Consults with family physicians and/or other health care providers on nutrition related medical problems to ensure proper food prescriptions.
- Task 4. Evaluates special formula requests in relationship to diagnosis; approves and/or obtains prescription from prescriptive authority.
- Task 5. Determines and establishes appropriate nutrition intervention based on client assessment.
- Task 6. Initiates tracking and follows high risk clients to monitor health status and refers when additional intervention is needed.
- Task 7. Assigns and tailors appropriate food packages to meet the nutritional needs of the client.
- Task 8. Teaches nutrition education classes to clients, both individually and in groups using established lesson plans.

**OBJECTIVE D: PROVIDES AND PROMOTES BREASTFEEDING AND  
OVERSEES CLINIC BREASTFEEDING PROMOTION AND  
SUPPORT IN CONJUNCTION WITH HEALTHY PEOPLE  
2010 BREASTFEEDING GOAL (20%)**

- Task 1. Provides breastfeeding counseling, support and referral to high risk women with breastfeeding problems and consults with private medical provider and other health care provider in complicated breastfeeding situations to ensure proper medical treatment is obtained.
- Task 2. Coordinates breastfeeding counseling and support activities within the assigned clinic using knowledge of lactation, supervision, social and economic backgrounds.
- Task 3. Oversees clinic's ordering, maintenance of specialized breastfeeding equipment and supplies and ensures compliance to Federal and State WIC Policies and Procedures and OSHA regulations.
- Task 4. Plans, develops, implements and evaluates a positive breastfeeding WIC clinic atmosphere in accordance with Federal regulations and State WIC Policies and Procedures.

**OBJECTIVE E: PROVIDES OTHER DUTIES AS ASSIGNED (5%)**

- Task 1. Promotes the Health Department's mission, goals, objectives, programs and services. This may include committee assignments or work groups.
- Task 2. Assists in planning, development, and implementation of special nutrition projects, which are program and/or community oriented.
- Task 3. Other duties as assigned.

**MINIMUM QUALIFICATIONS**

- 1. Education and Experience:

Graduation from an accredited College or University with a Bachelors Degree in Dietetics plus one year experience in a supervisory or administrative capacity and two years of experience as a Dietitian

**OR**

Graduation from an accredited Nursing College or University with a Bachelors Degree in Nursing and minimum two years of nursing experience plus one year in administrative or supervisory position and have a current R.N. license

**OR**

Bachelors Degree in home economics with minor in nutrition, nutrition health education, health, food science, or closely related field plus five years WIC experience, approved at the time of hire as a Competent Professional Authority Level 1 as defined by the State WIC office and have at least one year of supervisory experience.

Must be registered with the ADA Commission on Dietetic Registration and must be certified with the Utah State Licensing Board.

- 2. Special Requirements:

Must have a valid Utah Drivers License and will be required to travel during the day and overnight. Must be able to lift 20 pounds and climb stairs. While performing the duties of this job the employee is frequently required to sit, talk and hear. The employee is occasionally required to stand, walk, use hands, reach with hands and arms, climb or balance, stoop or kneel. Specific

vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must work at least 40 hours per week.

Must be able to use telephone, computer, fax machine, audio-visual equipment and display materials.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

- Supervisory and administrative practices
- Health Department Programs and Services
- Clinic Management
- Principles of diet and nutrition
- Diet recall
- Food chemistry
- Nutrition planning
- Human Physiology
- Infant and Child Development
- Public health practices
- Breastfeeding principles
- Food safety
- Pregnancy and Postpartum period
- Nutrition Assessment
- Nutrition and Diseases States
- Legal documentation and professional writing
- Basic math
- Community Resources
- Legal Documentation

### **Skills of:**

- Effective problem solving
- Interviewing and counseling techniques
- Basic computer functions
- Professional documentation and writing
- Audiovisual equipment operation
- Staff and appointment scheduling
- Team management
- Leadership
- Supervision and training
- Planning and implementation

### **Ability to:**

- Present effective nutrition education classes
- Work cooperatively with clients, coworkers, professionals and others

- Express ideas clearly (orally and in writing)
- Organize and prioritize assignments and responsibilities and keep time expectations
- Comply with confidentiality guidelines and expectations
- Provide education and guidance to public and/or others
- Communicate effectively with persons of various social, economic and ethnic backgrounds
- Follow oral and written instructions
- Interpret policy
- Act independently
- Work in a noisy environment, with and around small infants and children

**OTHER QUALIFICATIONS**

Achieve a competent or higher rating overall in each performance evaluation that measures the following:

- thoroughness, planning and organization, neatness and accuracy.
- learning and knowing all phases of the job; recognizing and solving routine problems.
- knowing the office policies, systems and services.
- compared to other employees, maintaining a competent volume of work in addition to regular tasks and also a competent speed of work.
- being able to perform new duties, adjust to new situations and control of self under pressure.
- being resourceful; volunteering suggestions for improvement of work; being self-starting; seeking new tasks; taking responsibility.
- making decisions; studying and considering all facts; using common sense.
- cooperating with supervisors and peers; accepting constructive criticism; seeking self-betterment through education and other means.
- being friendly, helpful and showing self-control.
- being punctual in attendance.
- being professional in dress and manner; showing good housekeeping of the general work area.

APPROVED:

This \_\_\_\_\_ day of \_\_\_\_\_, 2009.

\_\_\_\_\_  
DEPARTMENT DIRECTOR

\_\_\_\_\_  
HUMAN RESOURCE DIRECTOR

\_\_\_\_\_  
COMMISSIONER