



Position Title:	WIC Support Staff			Position #:	1211
Agency Unit:	WIC		Reports to:	Director of WIC	
Employment Status:	Part Time (up to 29 hours per week)	Pay Grade:	\$12.00 - \$25.00 per hour	FLSA Status:	Non-Exempt

Position Summary: This position is to support and promote population health by providing a variety of clerical, administrative and technical support services such as providing information to customers, answering phones, scheduling appointments, interviewing customers to establish services needed, establishing and maintaining data files, and drafting and editing documents such as correspondences, forms and contracts.

- Essential Duties:**
- Assists all customers both in person and by telephone with inquiries and referrals.
 - Greets and directs clients to the appropriate office within the Department.
 - Interviews participants to determine financial eligibility for WIC services and completes necessary data entry screens for intake procedures.
 - Opens and processes mail correspondence and requests relating to records.
 - Orders and maintains adequate office supplies.
 - Maintain records/supplies and writes reports/correspondences for programs for their proper administration.
 - Assists Nutritionist as requested. Works harmoniously with all department staff to provide services in an efficient manner that benefits WIC participants and meets project goals.
 - Completes maintenance and reconciliation of weekly food issuance stubs.
 - Schedules, registers and checks clients in and out.
 - Prepares charts for new participants and maintains charts for existing participants.
 - Issues reminder letters, appointments notices, and makes follow-up and reminder calls.
 - Conducts outreach activities as assigned.
 - Participates in the exercising of emergency response plans. Obtains knowledge and efficiency in

public health emergency response activities. Considered a resource during public health emergencies and expected to work during non-regular work hours to support local or regional operations if recalled by the health commissioner or designee.

Attends formal training courses conducted by local, state, federal, and university personnel to enhance knowledge and skill necessary to perform public health enforcement activities.

**Minimum
Qualifications:**

High School Diploma or GED. One year post high school education involving computers, software, accessories and/or accounting. Must hold a valid Ohio Driver's License, have use of a reliable, safe vehicle for work use and maintain current automotive insurance coverage.

**Key Competencies:
Analytical/
Assessment Skills:**

- Knowledge of the core functions and essential services of public health, public health principles and disease process.
- Knowledge of WIC program operations, policies and procedures.
- Knowledge of general office principles and practices.
- Knowledge of software applications relative to the position assignment.
- Knowledge of basic accounting and mathematics.
- Knowledge of proper English grammar, usage and spelling.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Keyboarding skills. Ability to type 45 words per minute.
- Ability to keep accurate reports and records.
- Possesses organizational skills.
- Customer service skills – in person and via telephone (discretion, patience, etiquette, professionalism).

**Policy Development
Program Planning
Skills:**

- Provides administrative and technical/clerical support to Department activities related to development and implementation of community health assessment, planning, program and policy development, and implementation activities.
- Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.
- Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.
- Collaborates in the development of and provides clerical/technical and administrative support to Departmental quality improvement, performance management, and evaluation activities.

**Communication
Skills:**

- Communicates in writing and orally, in person, and through electronic means, with linguistic and cultural proficiency
- Answers telephones; screens calls, responds to inquiries and/or refers callers to appropriate agencies or departments/divisions.
- Processes mail and email by attaching related correspondence or information before forwarding, responding to mail when appropriate; responds to mail that can be handled personally; identifies priority and/or time-sensitive matters; and maintains security and confidentiality.

**Cultural
Competency Skills:**

- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.

**Community
Dimensions of
Practice Skills:**

- Under general supervision, prepares public health documents and reports.

**Public Health
Sciences Skills:**

- Provide specialized and/or technical Department and Program specific information that requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers over the telephone, in writing and/or in person.
- Schedule, register, check in and check out clients.
- Establish, maintain, code, modify, track and/or retrieve information and compile data that may require information searches through files, contracts, records, or computer files, including spreadsheets and/or customized database applications; enter, obtain and/or verify information and make sure the appropriate disposition of evidence and/or exhibits follow established, clearly defined methods and guidelines.
- Interview internal and/or external customers to establish program-specific documentation and/or identify services needed.
- Maintain, inventory, order, collect and distribute supplies and/or equipment.
- May modify and update desk procedures that relate to assigned work.
- Assist Director in managing Department time and cost reporting system.
- Incorporates the Core Public Health Functions and Ten Essential Services of Public Health into the practice of the public health sciences
- Due to the need for all Health Department personnel to respond to public health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:
 - Must be able to be fitted and wear NIOSH 95 mask.
 - Engage in the following movements: Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling and writing and repetitive motions.
 - Exert up to 30 pounds of force occasionally, and/or a negligible amount of force constantly to move objects.
 - Hearing ability sufficient enough to communicate with others effectively in person and over the phone.
 - Visual ability must be sufficient enough to read typewritten documents, computer screen and drive a car.

**Financial Planning
and Management
Skills:**

- Performs all administrative, technical/clerical activities related to Department and/or program purchasing according to Departmental policies and procedures.
- Perform light to moderate numerical calculations involving cashiering, reconciling accounts; electronic claims submission, program billing, and/or other applications.

**Leadership and
Systems Thinking
Skills:**

- With general supervision, manages projects that support public health interventions.
- Adheres to applicable Occupational Safety and Health Administration standards, such as those concerning exposure to blood borne pathogens, toxic substances, airborne pathogens or exposure to other hazards during routine assignments or assignments during public health emergencies
- Contributes to a work environment where performance management, continuous quality improvements in service and professional practice are pursued

Work Environment:

- General office setting in health department facilities, as well as community sites including clients' homes, restaurants or other workplaces.
- Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from field locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals and animals.
- In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging, atypical or hostile behaviors and/or communication.

Physical Demands:

- The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. While performing the duties of this position it is regularly required to sit and write, to operate a computer and printer, fax machine, photocopier, calculator and use telephone communication devices. The employee must be able to sit and drive a car to transport him/herself to meetings or other offices. Must be able to walk around the office, up and down stairs, and be able to do light lifting.

Confidentiality:

- CCPH employees may have access to or be required, as part of the duties of this job, to view, use, and/or be aware of certain protected health information or other facts about individuals that are of a highly personal and confidential nature. Employees must follow and adhere to all HIPAA and CCPH confidentiality and privacy policies and practices. Employees may also be required to follow additional confidentially policies or practices required by certain programs or business units.

Safety:

- CCPH promotes a safe work environment. Employees must follow all safety policies and procedures to ensure an accident-free workplace.

Mental Demands:

- Must be able to assume a wide range of responsibilities, to work with staff who vary in their work styles, and to work under pressure. Willingness to work irregular/extra hours, evenings, weekends, and travel in or out of state as necessary. Provide timely response

to requests and deadlines. Receive, process, and provide visual, verbal, and written information.

Job Performance Evaluation:

- The employee will be evaluated at least annually, but more often if performance warrants it.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be interpreted as an exhaustive list of all responsibilities, duties, and skills required of personnel assigned to this position.

This position description has been reviewed with me.

Employee:

Name	Title	Date
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Supervisor:

Name	Title	Date
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