

GRADE: 6
DIVISION: ADOLESCENT AND CHILD HEALTH – WIC Program

POSITION SUMMARY:

Primarily responsible for obtaining documentation from WIC participants, explaining the requirements and benefits of the program, supplying clients with food benefits, and scheduling appointments; receiving visitors and clients at the front desk; and performing related clerical support activities. WIC Clerks will also promote and implement the Little by Little (LBL) early literacy project when working from a WIC site that provides those services.

PRINCIPAL DUTIES/RESPONSIBILITIES:

The following functions represent the majority of the duties performed by the position, but is not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS:

1. Provides service to the community in a way that builds trust, instills dignity and shows respect.
2. Enters intake information into computer and schedules appointments for clinical visits.
3. Provides WIC clerical services at locations other than ODS as needed by WIC Supervisor/Manager.
4. Prepares client charts for clinical visits.
5. Promotes Little by Little (LBL), the early literacy project, to WIC clients as needed.
6. Distributes food benefits to program participants. Explains how to redeem food benefits.
7. Assists with maintaining the inventory of LBL supplies in clerical area and communicates with LBL coordinator as needed.
8. Answers telephone and gives out routine information. Checks voicemail throughout the day and returns client calls in a timely manner.
9. Explains requirements and benefits of the WIC Program to current and prospective participants.
10. Promotes breastfeeding by using positive messaging and referring to peer counselors and other clinic staff as needed.
11. Sorts and files client charts alphabetically or by predetermined classification.
12. Works with the clinic staff to change food and formula packages and update breastfeeding status.
13. Prints weekly and monthly reports and prepares all client letters for mailing.
14. Maintains orderliness of clinic areas and adheres to the LEAN guidelines.
15. Maintains and orders clinic clerical office supplies and forms. Puts away office supplies and clerical forms when they arrive to the clinic.
16. Purges client charts and prepares charts for storage per guidelines.
17. Maintains required processing standard of 10 days and notifies the WIC Manager anytime the clinic is unable to schedule a client within the required processing standard of 10 days.
18. Completes the Missed Appointment Call Log on a daily basis in an attempt to reschedule clients and maintain caseload.
19. Offers Voter Registration to all required clients and maintains records of applications mailed. Submits the required VR report at the end of the month.
20. Attends all required meetings including but not limited to THD Quarterly, Division Team, WIC Staff and LBL meetings.

21. Participates in staff meetings, quality assurance activities, and orientation of new employees.
22. Completes all required training including but not limited to HIPAA, Service Excellence, Emergenetics, PHOCIS Security Awareness, Civil Rights, and Voter Registration.
23. Performs other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: High school diploma or equivalent required.

Experience: One to three years of experience doing fast-paced clerical work, which includes use of computers.

Skills and Knowledge:

- Good data entry skills.
- Good interpersonal and communication skills are required in interacting with the public, receiving clients, answering telephone calls, and using discretion in client contacts. Ability to multitask in a busy office.
- Good grammar usage.
- Skills in concentrating and paying attention to details, alphabetizing, spelling and writing legibly.
- Ability to process large amounts of WIC benefits accurately.
- **When essential, Bilingual (speaking & writing Burmese/English or Spanish/English) may be preferred or required.**

Licenses: None are required.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Internal contact with nursing staff, clerical staff, social workers, guidance staff, and other departments to schedule WIC services.
- External contact with Oklahoma State Department of Health WIC Program staff, community agencies, and Tulsa residents to answer questions about the WIC Program.

PHYSICAL EFFORT:

Reaching filing shelves at a height of approximately seven feet, stooping to low shelving and lifting boxes weighing up to 25 pounds.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – None.

Indirect Supervision – None.

Budget/Money/Material – Responsible for assigned computer hardware & software equipment.

Reports to – Supervisor and Manager, WIC Program

WORKING CONDITIONS:

Potential exposure to communicable diseases and a possible noisy and crowded work environment may lead to stressful conditions.

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Must possess ability and willingness to perform job-related travel.

FLSA Status: Non-Exempt