

**GRADE:** 7  
**OFFICE:** MATERNAL AND CHILD HEALTH – WIC Program

**POSITION SUMMARY:**

This temporary position will provide basic clerical and clinical WIC services. The individual will have experience as both a WIC clerk and Nutrition Assistant. They will fulfill the role and job functions in this capacity on an as-needed basis for all THD WIC sites. They will be responsible for obtaining documentation, explaining the requirements and benefits of the program, loading food benefits, scheduling appointments, greeting clients at the front desk, take anthropometric measurements, perform biochemical tests, nutritional assessments, education, refer to other programs, including the Little by Little (LBL) early literacy program.

**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/CWNT services at locations needed by WIC Supervisor/Manager.
4. Prepares client charts for clinical visits and files charts accordingly.
5. Promotes Little by Little (LBL), the early literacy program to WIC clients as needed.
6. Distributes food benefits to program participants. Explains how to redeem food benefits.
7. Answers telephone and gives out routine information. Checks voicemail throughout the day and returns client calls in a timely manner.
8. Explains requirements and benefits of the WIC Program to current and prospective participants.
9. Works with the clinic staff to change food and formula packages and update breastfeeding status.
10. Maintains orderliness of clinic areas and adheres to the LEAN guidelines.
11. Offers Voter Registration to all required clients and maintains records of applications mailed.
12. Evaluates the nutrition status of an individual and completes certification for WIC eligibility.
13. Obtains anthropometric measurements including weight and height.
14. Obtains and prepares blood specimens for analysis.
15. Conducts one-on-one client evaluations.
16. Assesses nutritional status of clients using established procedures and protocols.
17. Conducts basic individual counseling on normal, low-risk clients with emphasis on pregnant and breastfeeding women, infants and children.
18. Uses client centered counseling to work on goal setting with participants.
19. Promotes and provides breastfeeding support, referrals and issues breast pumps as needed.
20. Makes referrals to other health professionals and programs.
21. Documents client encounters in SOAP format.
22. Performs related work as required and assigned.
23. Completes all required training including but not limited to HIPAA, PHOCIS Security Awareness, Civil Rights, Voter Registration and Bloodborne Pathogens.

**QUALIFICATIONS / SPECIFICATIONS:**

**Education** High school diploma or equivalent and computer experience required

**Experience:** One to three years of doing fast-paced clerical/CWNT work, which includes use of computers

**Knowledge/Skills:**

- 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.
- Basic knowledge in nutrition and its relationship to good health.
- Familiar with computer operations and various office and clinic equipment.

**INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:**

- Internal contact with nursing staff, clerical staff, social workers, guidance staff and other departments to schedule services for clients.
- External contact with Oklahoma State Department of Health WIC Service staff, community agencies, health agencies and Tulsa residents to share information 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 25lbs. Lifting small children up to 35lbs to obtain height and weight measurement

**SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:**

Direct Supervision – None

Indirect Supervision – None

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

Reports to – Supervisor and/or Manager, WIC Program

**WORKING CONDITIONS:**

Potential exposure to communicable diseases, blood and other bodily fluids. Crowded and noisy work environment. Interaction with clients and young children who are sometimes irritated and uncooperative may lead to stressful situations.

**SPECIAL REQUIREMENTS:**

Must maintain THD record confidentiality according to HIPAA regulations.

Must possess ability and willingness to perform job-related travel

**FLSA Status:** Nonexempt