



Josephine County, Oregon

Human Resources Office

Josephine County Courthouse
500 NW 6th Street Dept 11 / Grants Pass OR 97526
(541) 474-5217 / FAX (541) 474-5218 / TTY (800) 735-2900

POSITION DESCRIPTION

Job Title: WIC Certifier / WIC Certifier Lead
Department: Public Health
FLSA Status: Non-Exempt
WC Code: 8835
Effective Date: September 1, 2018
Last Revised: August 20, 2020
Pay Grade: A12, A14
Union: AFSCME

SUMMARY

Responsible for assessing pregnant and breastfeeding women and children under five years of age for eligibility to participate in the WIC program. Duties include but are not limited to performing anthropometrics and biochemical assessments, evaluating diet and health care needs, assigning a food package appropriate to the needs of the client, and providing education and referrals appropriate to the risk criteria identified. The WIC Certifier will participate in program planning activities, selection and evaluation of grant goals, and an annual client evaluation of the WIC education program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Illustrative Only. Any single position in this classification will not necessarily involve all of the listed duties below and other positions will involve duties which are not listed. These duties represent the essential functions needed of persons in this classification.)

WIC Certifier:

1. Conducts preliminary screening of patient; including obtaining height, weight, and hematocrit/hemoglobin.
2. Interviews clients and gathers information regarding medical/nutritional history; determines eligibility for Women, Infants and Children (WIC) program; evaluates nutritional status and provides basic nutrition counseling.
3. Issues WIC benefits and explains purpose of the WIC program.
4. Maintains client charts and necessary records.
5. Refers medical/nutritional problems that require further evaluation/consultation to WIC Supervisor/Coordinator or other staff as appropriate.
6. Cleans equipment, including multi-user breast pumps, restocks supplies in patient rooms, and orders office and laboratory supplies as needed.
7. Answers and routes telephone calls, reviews and responds to all work-related electronic communication and schedules appointments for patients.

8. Attend WIC outreach activities as needed, outside of regular business hours.
9. Provide excellent customer service; in person, over the phone and virtually.
10. Other duties as assigned.

WIC Certifier Lead (In addition to above):

1. Direct report to the WIC Coordinator
2. Conduct group meetings when WIC Coordinator is not available
3. Liaison for any WIC related questions from staff
4. Assists WIC Coordinator in organizing workflow
5. Works with WIC Coordinator on the monthly schedule and enters it into the data management system
6. Fields challenging cases and complaints
7. Assists in training and mentoring WIC Certifiers

SUPERVISORY RESPONSIBILITIES

The WIC Certifier does not have supervisory responsibilities. The Lead Coaches, trains and helps direct daily operations.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required.

- Knowledge of Windows and applications such as Microsoft Word and Excel.
- Knowledge of Microsoft Teams, ZOOM, GoToMeeting and remote meeting platforms.
- Ability to write clearly, concisely without errors.
- Knowledge of adult learning strategies and the ability to exercise sound judgment.
- Ability to facilitate both one on one virtual appointments and virtual group sessions.
- Ability to analyze and evaluate patients' needs utilizing motivational interviewing techniques.
- Understanding of Community Resources & Programs in Josephine County
- Excellent, proven organizational and communications skills with the ability to interact with a variety of persons; must be understanding, respectful and non-judgmental at all times when in contact with patients, visitors, and employees.
- Ability to be flexible and work under pressure.
- Computer keyboarding as well as note taking on a regular basis.

EDUCATION AND EXPERIENCE

Required:

- High School diploma (or equivalent)
- Two years of experience in a health clinic or related organization or specialized training in medical services or nutrition; or any satisfactory combination of experience and training which demonstrates the knowledge, skills and ability to perform the above described duties
- Strong computer skills

Preferred:

- Experience or training with the WIC program
- Experience working in professional office environment with ability to communicate one-on-one, over the telephone, and in group settings
- Comfortable using virtual technology like ZOOM

- Bilingual Spanish/English speaker
- Specialized training or experience in the following areas:
 - o Nutrition training or experience (infant and child nutrition preferred)
 - o Experience working with children and infants
 - o Experience with training or teaching (youth or adult)
 - o Training or experience related to breastfeeding

WIC Certifier Lead

Minimum of 1-year experience in the WIC program as well as skills listed above.

JOB IMPACT

Consequences of error could include public embarrassment; exposure to litigation; and physical harm and/or delay in food delivery to individual clients due to improper lab procedures/values or WIC benefits error.

TYPICAL PROBLEMS ENCOUNTERED: Problems encountered generally revolve around dealing with clients/patients who may be anxious, verbally abusive and/or have other medical/emotional problems; and dealing with individuals/vendors who are abusing the WIC program. Decisions are made by referring to departmental policies and procedures, the State WIC manual, and by consulting with other clinical staff.

JOB CONTACTS

This position works directly with individual clients and their families, the State WIC office, contracted WIC stores in the community, and other social service agencies/resources.

LANGUAGE SKILLS

Ability to communicate effectively both verbally and in writing, establish and maintain effective working relationships with other employees and the public, read and interpret documents such as operating and maintenance instructions, and procedure manuals, write routine reports and correspondence, and communicate effectively.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to exercise initiative and judgment in completing tasks and responsibilities, solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists, and interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES

Experience in interviewing and counseling techniques virtually and telephonically, strong computer skills; the operation of standard office equipment.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of or ability to obtain a valid Oregon Driver's license, safe driving record.

BACKGROUND INVESTIGATION

Those employed in this position may be subject to pre-employment drug testing and a background investigation, including but not limited to criminal background investigation. Conviction of a crime will not necessarily disqualify an individual for this classification.

WORK ENVIRONMENT

Incumbents in this classification are exposed to communicable diseases, including blood-borne diseases. Incumbents are occasionally required to lift and/or carry boxes of supplies weighing up to approximately 30 pounds. Employees are also required to staff outlying rural clinics in inclement weather and/or difficult road conditions. This position is impacted by the necessity of meeting timelines; repetitiveness of explanations and procedures; heavy or uncontrollable workflow; the need to make judgments under pressure; the need for accuracy; and uncontrollable interruptions.

PHYSICAL REQUIREMENTS

The physical requirements outlined are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sitting - 1/2 hour plus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Moving about work area	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bending forward	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Stoop position - 1 minute plus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Climbing stairs - 1 floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Crawling - hands & knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Reaching overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting strength	# of pounds = 25lbs			
<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Patient Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Moving carts, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Carry items	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Dexterity/Coordination	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Keyboard Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Rapid-mental/hand/eye coord.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Operation of motor vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech, Vision & Hearing					
<input checked="" type="checkbox"/>	Distinguish colors	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>		
<input checked="" type="checkbox"/>	Distinguish shades	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>		
<input checked="" type="checkbox"/>	Depth perception	Describe: <input type="checkbox"/>	Normal		
<input checked="" type="checkbox"/>	Ability to hear	Normal Speech Level: <input type="checkbox"/>			
<input type="checkbox"/>	Other Spec. Hearing Req.	Describe: <input type="checkbox"/>			
Exposure - Environmental Factors					
<input checked="" type="checkbox"/>	Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Wet Area/Slippery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Smoke	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Chemical Solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Uneven Area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ladder/Scaffold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ionization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Body Fluids	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>