

WIC MANAGER/COORDINATOR

Responsibilities

- Oversees WIC services at the local agency.
- Ensures that the Program complies with USDA FNS regulations and policies and ITCA WIC policies and procedures.
- Completes the WIC application and budget annually.
- Submits quarterly reports and completes or ensures that financial reports are submitted on time.
- Monitors budget and ensures that expenditures are allowable.
- Monitors caseload.
- Performs and documents outreach to the public, other health and social services programs and directly to clients.
- Ensures that accurate time studies are completed by all staff and submits annually.
- Works with the nutritionist to develop and implement the nutrition and breastfeeding goals and objectives and evaluates objectives.
- Trains, monitors, coaches and evaluates local agency staff to ensure all staff is competent in performing duties according to standards established.
- Promotes and supports breastfeeding as the norm for infant feeding.
- Manages clinic flow and staffing.
- Supervises WIC staff and completes staff evaluations annually.
- Ensures that vendor site reviews are completed according to ITCA policies and procedures.
- Documents and resolves client complaints.
- Ensures that quality services are provided to clients by completing file reviews, observations and a program self-assessment annually.
- Effectively uses data and reports to evaluate, manage and improve nutrition services.
- Coordinates WIC services with other internal WIC Program operations and other external partners, including both public and private organizations.
- Maintains confidentiality of client and vendor information.
- Performs functions of clerk, certifier or CPA as needed.
- Maintains current knowledge on nutrition and breastfeeding by attending classes, conferences, workshops and seminars.
- Attends annual civil rights training.
- Attends ITCA WIC Directors' Meetings and other trainings to stay current with policies and procedures.

Knowledge Abilities and Skills

- Knowledge, ability and skills of CPA position.
- Knowledge of WIC and other federal nutrition programs.
- Knowledge of health and social services programs in the community.
- Knowledge of or willingness to learn cultural values and beliefs of the population that affect nutrition status.
- Knowledge of infant formulas and their use.
- Knowledge of various health conditions and how nutrition is impacted by these conditions.
- Knowledge of nutrition during pregnancy, infancy and early childhood.
- Knowledge of the authorized WIC foods and food packages.
- Demonstrated ability to lead a team.
- Demonstrated ability to effectively develop, implement and evaluate program goals and objectives.
- Ability to coach, mentor and evaluate staff effectively.
- Ability to analyze and evaluate data and reports.
- Ability to maintain detailed records.
- Ability to develop training curricula and conduct effective training sessions.
- Demonstrated ability to critically think.
- High proficiency in Microsoft Word, Excel, PowerPoint, Outlook, Explorer and ability to learn other software applications as needed including the WIC computer system.

- Excellent proficiency in nutrition, nutrition assessment and counseling skills.
- Ability to use, train and coach staff in the use of Participant-Centered Services Skills such as rapport building, affirmations, open-ended questions, reflections and summarizing in counseling.
- Ability to adapt to new situations, policies and procedures.
- Ability to manage staff in a fast-paced, stressful environment.
- Excellent organizational and time management skills.
- Excellent oral and written communication skills and interpersonal skills.

Qualifications

Bachelor's degree in the field of nutrition, nursing or health-related field from an accredited college or university plus three years of experience in managing a WIC or health-related program or a combination of education and experience that is equivalent. Valid driver's license and submit to a background check. Completed approved breastfeeding training or completes within six months of hire. Successfully completed the ITCA competency-based training program on performing the duties of a Competent Professional Authority.

Strongly desired

- Bilingual in <language>.
- Experience working with American Indian women, infants and children.
- Experience in the WIC Program.
- Experience and knowledge using a case management or database system.
- International Board Certified Lactation Consultant. .
- Experience in establishing effective working relationships with state, county and local partners.
- Experience in supervising staff.

Requirements

- Physical: Lifting and carrying up to 30 lbs.; bending, twisting, reaching, climbing, kneeling, walking, standing, and sitting for long periods of time; Prolonged periods of computer use, writing, and use of other tools necessary to perform duties and complete assignments; Ascending and descending stairs; Talking, hearing, seeing, listening and ability to understand; Repetitive use of hands, fingers, arms and eyes.
- Hours of Work: Vary and are dependent on business needs, requirements, workflow, and assignments. Weekend hours may be required.
- Driving/Travel: Must be willing and able to travel in and out of the State of Arizona frequently by various modes of transportation. Overnight stays are required.
- Job Location: Work will be performed at <work location>.

WIC NUTRITIONIST

Responsibilities

- Oversees nutrition services at the local agency.
- Develops and implements the nutrition and breastfeeding goals and objectives and assists in the evaluation of the objectives.
- Approves food and formula special authorizations and coordinates with medical providers as appropriate.
- Trains, monitors, coaches and evaluates local agency staff providing nutrition services to clients.
- Refers high-risk clients to health and social services as needed and follows-up on referrals.
- Prescribes food packages to high-risk clients as appropriate.
- Takes height, weight and hemoglobin measures as needed and records information correctly.
- Assesses growth or weight gain during pregnancy accurately and explains to client so it is understandable.
- Assesses each client's nutrition status and provides nutrition and breastfeeding counseling that addresses the client's needs using a participant-centered method and develops an individual care plan.
- Promotes and supports breastfeeding as the norm for infant feeding.
- Assesses breastfeeding status and identifies and provides counseling on problems within scope of practice. Refers breastfeeding mothers to IBCLC or health care provider when beyond scope of practice.
- Assesses need for breastpump and issues pump as indicated. Educates mother on use of pump and storage of breastmilk and follows-up with mother following issuance.
- Documents assessment information, food package assignment, referrals, nutrition counseling and other information for each client.
- Develops, implements, monitors and oversees WIC nutrition classes provided to clients. Provides classes and food preparation demonstrations to clients.
- Effectively uses data and reports to evaluate, manage and improve nutrition services.
- Coordinates nutrition services with other internal WIC Program operations and other external partners, including both public and private organizations.
- Maintains current knowledge on nutrition and breastfeeding by attending conferences, workshops and seminars.
- Maintains confidentiality of client and vendor information.
- Performs functions of clerk, certifier or CPA as needed.
- Records client complaints regarding vendors.
- Attends annual civil rights training.

Knowledge Abilities and Skills

- Knowledge of WIC and other federal nutrition programs.
- Knowledge of health and social service programs in the community.
- Knowledge of or willingness to learn cultural values and beliefs of the population that affect nutrition status.
- Excellent knowledge of infant formulas and their use.
- Excellent knowledge of various diseases and how nutrition is impacted by these diseases.
- Knowledge of nutrition during pregnancy, infancy and early childhood.
- Knowledge of or ability to learn the authorized WIC foods and food packages Demonstrated ability to develop, implement and evaluate goals and objectives.
- Knowledge of WIC certification and eligibility requirements, preferred or ability to learn.
- Knowledge and skill in breastfeeding promotion, identification of problems, counseling of mothers and support of mothers, preferred or willingness to learn.
- Willingness to work independently and as part of a team.
- Ability to analyze and evaluate data and reports.
- Ability to maintain detailed records.
- Ability to develop training curricula and conduct effective training sessions.
- Ability to pay close attention to details.
- Demonstrated ability to critically think.
- Ability and willingness to travel.

- Ability to use Participant-Centered Services Skills such as rapport building, affirmations, open-ended questions, reflections and summarizing in counseling and tools provided.
- Ability to adapt to new situations, policies and procedures.
- Ability to understand, interpret and explain growth grids and weight gain grids.
- Strong ability to speak clearly, concisely and effectively one-on-one and in groups.
- Ability to work in a fast-paced, stressful environment.
- Excellent organizational and time management skills.
- Excellent oral and written communication skills and interpersonal skills.
- Excellent proficiency in nutrition, nutrition assessment and counseling skills.
- High proficiency in Microsoft Word, Excel, PowerPoint, Outlook, Explorer and ability to learn other software applications including the WIC computer system.

Qualifications

Bachelor's degree in the field of nutrition from an accredited college or university plus two years of job-related experience or a combination of education and experience that is equivalent. Holds credentials of a Registered Dietitian (R.D.) with the Academy of Nutrition and Dietetics' Commission on Dietetic Registration. Experience in establishing effective working relationships with federal, state, local and private partners. Experience in developing effective nutrition and breastfeeding approaches for positive interventions among clients. Valid driver's license and submit to a background check. Completed approved breastfeeding training or completes within six months of hire. Successfully completed a training program approved by ITCA on providing nutrition services to high risk clients.

Strongly desired

- Bilingual in <language>.
- Experience working with American Indian women, infants and children.
- Experience in the WIC Program.
- Experience and knowledge using a case management or database system.
- International Board Certified Lactation Consultant.

Requirements

- Physical: Lifting and carrying up to 30 lbs.; bending, twisting, reaching, climbing, kneeling, walking, standing, and sitting for long periods of time; Prolonged periods of computer use, writing, and use of other tools necessary to perform duties and complete assignments; Ascending and descending stairs; Talking, hearing, seeing, listening and ability to understand; Repetitive use of hands, fingers, arms and eyes.
- Hours of Work: Vary and are dependent on business needs, requirements, workflow, and assignments. Weekend hours may be required.
- Driving/Travel: Must be willing and able to travel in and out of the State of Arizona frequently by various modes of transportation. Overnight stays are required.
- Job Location: Work will be performed at <work location>.

COMPETENT PROFESSIONAL AUTHORITY

Responsibilities

- Assigns appropriate food packages for clients.
- Ensures appropriate documentation is in place when issuing special formulas and foods.
- Records client complaints regarding vendors.
- Takes height, weight and hemoglobin measures as needed and records information correctly.
- Assesses growth or weight gain during pregnancy accurately and explains to client so it is understandable.
- Assesses each client's nutrition status and provides nutrition counseling that addresses the client's needs using a participant-centered method.
- Assesses and documents client's nutrition risks.
- Identifies the need for individual care plans and develops goals and ways to meet goals with clients using a participant-centered approach.
- Refers high risk clients to the Registered Dietitian.
- Promotes and supports breastfeeding as the norm for infant feeding.
- Assesses breastfeeding status and identifies and provides counseling on basic breastfeeding problems within scope of practice. Refers breastfeeding lead, RD, IBCLC or designated breastfeeding expert in the area when identified problem is beyond scope of practice.
- Assesses need for breastpump and issues pump as indicated. Educates mother on use of pump and storage of breastmilk and follows-up with mother following issuance.
- Completes vendor site reviews according to ITCA policies and procedures.
- Documents assessment information, food package assignment, referrals, follow-up on referrals, nutrition counseling and other information for each client.
- Provides WIC nutrition classes and food preparation demonstrations to clients.
- Performs functions of clerk or certifier as needed.
- Maintains current knowledge on nutrition and breastfeeding by attending classes, conferences, workshops and seminars.
- Maintains confidentiality of client and vendor information.
- Refers clients to health and social services as needed and follows-up on referrals.
- Attends civil rights training annually.

Knowledge, Skills and Abilities

- Excellent knowledge of nutrition during pregnancy, infancy and early childhood.
- Knowledge of the authorized WIC foods and food packages Proficiency in nutrition assessment and counseling skills.
- Knowledge of WIC and other federal nutrition programs and Indian tribal governments.
- Knowledge of health and social services programs in the community.
- Knowledge of cultural values and beliefs of the population that affect nutrition status.
- Knowledge of common infant formulas and their use.
- Knowledge of common health conditions and how nutrition is impacted.
- Knowledge of WIC certification and eligibility requirements.
- Knowledge and skill in breastfeeding promotion, identification of problems, counseling of mothers and support of mothers.
- Excellent organizational and time management skills.
- Excellent oral and written communication skills and interpersonal skills.
- High proficiency and skill in Microsoft Word, Excel, PowerPoint, Outlook, Explorer and ability to learn other software applications as needed.
- Willingness to work independently and as part of a team.
- Ability to use Participant-Centered Services Skills such as rapport building, affirmations, open-ended questions, reflections and summarizing in counseling and tools provided.
- Ability to adapt to new situations, policies and procedures.
- Ability to understand, interpret and explain read growth grids and weight gain grids.

- Strong ability to speak clearly, concisely and effectively one-on-one and in groups.
- Ability to work in a fast-paced, stressful environment. Demonstrated ability to develop goals and ways to meet goals with clients.
- Ability to maintain detailed records.
- Ability to conduct effective group discussions and classes.
- Ability to pay close attention to details.
- Demonstrated ability to critically think.

Qualifications

Nutritionist (Master's or Bachelor's degree in Nutritional Sciences, Community Nutrition, Clinical Nutrition, Dietetics, Public Health Nutrition or Home Economics with emphasis in Nutrition), Registered Dietitian, Registered Nurse and successfully completes the ITCA competency-based training program within 60 days of hire; or a State or local medically trained health official with Dietetic Technician Registered or Associate's Degree in Nutrition and successfully completes the ITCA competency-based training program on performing the duties of a Competent Professional Authority within 60 days of hire; or a high school diploma and has completed the ITCA competency-based training program on performing the duties of a Competent Professional Authority prior to hire.

Strongly desired

- Bilingual in <language>.
- Experience working with American Indian women, infants and children.
- Experience in the WIC Program.
- Experience and knowledge using a case management or database system.
- International Board Certified Lactation Consultant.

Requirements

- Physical: Lifting and carrying up to 30 lbs.; bending, twisting, reaching, climbing, kneeling, walking, standing, and sitting for long periods of time; Prolonged periods of computer use, writing, and use of other tools necessary to perform duties and complete assignments; Ascending and descending stairs; Talking, hearing, seeing, listening and ability to understand; Repetitive use of hands, fingers, arms and eyes.
- Hours of Work: Vary and are dependent on business needs, requirements, workflow, and assignments. Weekend hours may be required.
- Driving/Travel: Must be willing and able to travel in and out of the State of Arizona frequently by various modes of transportation. Overnight stays are required.
- Job Location: Work will be performed at <work location>.

CERTIFIER

Responsibilities

- Makes appointments for clients considering client's schedule and preferences.
- Determines eligibility of clients including income and residency according to established policies and procedures.
- Accurately documents client demographics, income, residency, voter registration, immunizations and other client interactions in STARS.
- Offers and assists applicants and clients in registering to vote and ensure signatures are obtained on Offers of Voter Registration.
- Reviews immunization record and refers to health care provider as needed.
- Takes height, weight and hemoglobin measures as required.
- Issues program benefits to clients.
- Explains the WIC Program, rights and responsibilities, how to use program benefits, authorized vendors and the allowable WIC foods to clients.
- Attends training regularly.
- Attends civil rights training annually.
- Performs duties of the clerk as needed.
- Maintains client and vendor confidentiality.
- Promotes breastfeeding as the norm for infant feeding.
- Answers basic questions about WIC food packages.

Knowledge, Skills and Abilities

- Knowledge of WIC and other federal nutrition programs.
- Knowledge of health and social services programs in the community.
- Knowledge of cultural values and beliefs of the population that affect nutrition status.
- Knowledge of or ability to learn the WIC certification policies and procedures including eligibility determination, heights, weights and blood measurements within 60 days of hire.
- Knowledge of common infant formulas and their use.
- Excellent organizational and time management skills.
- Excellent oral and written communication skills and interpersonal skills.
- High proficiency in Microsoft Word, Outlook, Explorer and ability to learn other software applications as needed.
- Ability to use Participant-Centered Services Skills such as rapport building, affirmations, open-ended questions, reflections and summarizing in certifications.
- Ability to maintain detailed records.
- Ability to understand and follow policies and procedures.
- Ability to work in a fast-paced, stressful environment.
- Ability to adapt to new situations, policies and procedures.
- Ability to add, subtract, multiply and divide; understand percentiles and graphs.
- Strong ability to speak clearly, concisely and effectively one-on-one and in groups.
- Ability to use basic office equipment such as a phone, fax machine and copier.
- Ability to handle difficult people.
- Willingness to work independently and as part of a team.
- Commitment to and passion for providing nutrition education and breastfeeding support.

Qualifications

- Associate's or Bachelor's degree in nutrition, home economics, health education, nursing or other health-related field preferred or high school diploma. Successfully completes the ITCA competency-based training program on performing the duties of a Certifier within 60 days of hire and an approved breastfeeding course within six months of hire.

Strongly desired

- Bilingual in <language>.
- Experience working with American Indian women, infants and children.
- Experience in the WIC Program.
- Experience and knowledge using a case management or database system.
- Breastfeeding training.

Requirements

- **Physical:** Lifting and carrying up to 30 lbs.; bending, twisting, reaching, climbing, kneeling, walking, standing, and sitting for long periods of time; Prolonged periods of computer use, writing, and use of other tools necessary to perform duties and complete assignments; Ascending and descending stairs; Talking, hearing, seeing, listening and ability to understand; Repetitive use of hands, fingers, arms and eyes.
- **Hours of Work:** Vary and are dependent on business needs, requirements, workflow, and assignments. Weekend hours may be required.
- **Driving/Travel:** Must be willing and able to travel in and out of the State of Arizona frequently by various modes of transportation. Overnight stays are required.
- **Job Location:** Work will be performed at <work location>.

CLERK

Responsibilities

- Sets the tone for excellent customer service at entry into WIC.
- Checks clients in for appointments and triages them to appropriate staff.
- Makes appointments for clients considering client's schedule and preferences.
- Generates no-show management and follows up on clients who missed appointments.
- Answers phone and addresses client's needs or triages to appropriate staff.
- Maintains a clean and clutter-free reception area, waiting room and bathroom.
- Updates demographic information such as address and phone number as appropriate.
- Documents interactions with clients in STARS.
- Issues benefits to clients and obtains signatures.
- Attends trainings regularly.
- Attends civil rights training annually.
- Maintains client and vendor confidentiality.
- Promotes breastfeeding as the norm for infant feeding.

Knowledge, Skills and Abilities

- Knowledge of or ability to learn about basic breastfeeding.
- Knowledge of the basic WIC functions and services.
- Knowledge of WIC and other federal nutrition programs.
- Knowledge of health and social service programs in the community.
- Knowledge of cultural values and beliefs of the population.
- Ability to perform basic computer functions and learn the WIC computer system.
- Ability to follow policies and procedures.
- Ability to add, subtract, multiply and divide.
- Strong ability to speak clearly, concisely and effectively.
- Ability to work in a fast-paced, stressful environment.
- Ability to use basic office equipment such as a phone, fax machine and copier.
- Ability to handle difficult people.
- Ability to use or learn Participant-Centered Services skills.
- Ability to maintain detailed records.
- Ability to adapt to new situations, policies and procedures.
- Excellent organizational and time management skills.
- Willingness to work independently and as part of a team.

Qualifications

High school diploma or GED and successfully completes the ITCA competency-based training program on performing the duties of a Clerk within 30 days of hire and successfully completes an approved breastfeeding course within six months of hire.

Strongly desired

- Bilingual in <language>.
- Experience working with American Indian women, infants and children.
- Experience in the WIC Program.
- Experience and knowledge using a case management or database system.
- Breastfeeding training.

Requirements

- Physical: Lifting and carrying up to 30 lbs.; bending, twisting, reaching, climbing, kneeling, walking, standing, and sitting for long periods of time; Prolonged periods of computer use, writing, and use of other tools necessary to perform duties and complete assignments; Ascending and descending stairs; Talking, hearing, seeing, listening and ability to understand; Repetitive use of hands, fingers, arms and eyes.
- Hours of Work: Vary and are dependent on business needs, requirements, workflow, and assignments. Weekend hours may be required.
- Driving/Travel: Must be willing and able to travel in and out of the State of Arizona frequently by various modes of transportation. Overnight stays are required.
- Job Location: Work will be performed at <work location>.

BREASTFEEDING LEAD

(These responsibilities may be combined with other position descriptions)

Responsibilities

- Assists in planning and implementation of the local agency breastfeeding promotion and support plan and activities.
- Ensures that local agency staff is trained on breastfeeding education and support.
- Participates in the Breastfeeding Lead Working Group by attending periodic meetings or conference calls.
- Maintain the breastfeeding resources such as posters, handouts, incentives and breastpumps.
- Works with the WIC Manager/Coordinator/Director to ensure a breastfeeding friendly environment and breastfeeding as the norm.
- Provides support for breastfeeding women in resolving more complex issues and refers clients outside of scope of practice to a designated breastfeeding expert in the area.
- Provides in-services to WIC and other local agency staff on breastfeeding regularly.
- Coordinates with other programs and area birthing hospitals on breastfeeding.
- Maintains regular communication and coordination with the designated breastfeeding expert that the local agency uses to refer clients to such as a physician, nurse or IBCLC.
- Attends meetings, conferences, workshops and seminars to maintain currently knowledge on breastfeeding.
- Ensures that breast pump issuance, inventory and maintenance are logged and monitored.
- Follows up with mother's who received breastpumps.
- Monitors breastfeeding initiation and duration rates monthly.
- Coordinates support groups and classes for pregnant and breastfeeding mothers.
- Makes follow-up calls or sends postcards to new mothers.
- Makes follow-up calls or home visits to breastfeeding mothers.

Knowledge Abilities and Skills (in addition to those listed under CPA)

- Demonstrated ability to implement goals and objectives.
- High level of knowledge and proficiency in breastfeeding promotion and support.
- Ability to coordinate with health programs, hospitals and other community resources.
- Ability to lead groups.
- Strong ability to provide effective group training.
- Strong organizational and planning skills.

Qualifications

Nutritionist (Master's or Bachelor's degree in Nutritional Sciences, Community Nutrition, Clinical Nutrition, Dietetics, Public Health Nutrition or Home Economics with emphasis in Nutrition), Registered Dietitian, Registered Nurse, or a State or local medically trained health official that has successfully completed the ITCA competency-based training program on performing the duties of a Competent Professional Authority, has one year of experience in counseling breastfeeding women and has successfully completed ITCA approved training for Breastfeeding Leads.

Strongly desired

- International Board Certified Lactation Consultant