



## Position Requirements

<b>POSITION TITLE:</b> Volunteer WIC Nutrition Assistant	<b>DATE:</b> July 2016
<b>DEPARTMENT:</b> WIC	<b>REPORTS TO:</b> WIC Nutrition Assistant II/III

### Position Summary:

The Volunteer WIC Nutrition Assistant is an unpaid position as part of the Volunteer Program reporting to the WIC Nutrition Assistant II/III. Under the general direction and supervision of the WIC Nutrition Assistant II/III, the Volunteer WIC Nutrition Assistant performs general reception/PBX and clerical duties, screens telephone calls, retrieves WIC applicant's/participant's computer record and provides general information; and performs: issue referrals and print and issue food instruments; appointment scheduling; and, income and residence screening.

### Position Responsibilities:

Duty Hours: Monday through Friday: 8:30 a.m. - 12:30 pm and 1:30 pm – 5:30 pm/8:00 a.m. – 12:00 noon and 1:00 p.m. – 5:00 p.m.

### I. Position Objective I:

- a. Work as a team member
- b. Greet the applicant/participant either in person or on the telephone.
- c. Answer telephone and utilizes WIC MIS to screen applicants based on category, income, and residence. Schedule/Reschedule appointments for applicants and/or participants. Performs pregnancy Outcomes. Confirms appointments. Refers participants and applicants to appropriate community resources, once trained and while under supervision.
- d. Perform Reception/PBX and clerical duties, including: answers the telephone, screens calls, greets applicant/participant and accepts the WIC Identification Folder (WIF) and other information required for certification or assessment, once trained and while under supervision.
- e. Accept information required for certification or assessment
- f. Enters all data and maintains records into an electronic family/individual record through the WIC MIS application and a paper file, including: making referrals, issuing food instruments, schedules appointments and screens for category, income, and residence, once trained and while under supervision.
- g. Interview applicants/participants to include: category, income, and residence screening, while monitored.
- h. Provide assistance to the WIC staff and the WIC participant by weighing and measuring the
- i. women, infants or children, as needed for their visit, once trained and while under supervision.
- j. Make referrals, print and issue food instruments, schedule appointments, conducts courtesy/no show appointment reminders, once trained and while under supervision.
- k. Assist in cleaning the returned multiple user breast pumps, as each is returned, once trained and while under supervision.
- l. Protect; promote; and support breastfeeding, regularly.

### II. Position Objective II:

- a. Verifies WIC participant's signature on Food Instrument log compared to the WIF, and to maintain check stock supply and security, once trained and while under supervision.
- b. Performs the following Non-WIC MIS duties: Makes certification packets, stamps/highlights referrals and makes pamphlet packets.
- c. Provides translation for Spanish speaking participants at certification, re-certification, single mid-certification, trimester check, group/individual nutrition education and nutrition sessions as requested by team members.
- d. Performs other duties related to WIC Program services as assigned by the WIC Nutrition Assistant II/III.

### III. Position Objective III: General Corporate Expectations

- a. Attends Volunteer Orientation.
- b. Attends and actively participates in all meetings (e.g., department meetings, program meetings, employee staff meetings) and other activities as required or assigned.

- c. Demonstrates awareness of, and compliance with, organizational mission and objective of UHC to provide health care access and support services for all members of the community.
- d. Other work-related duties as assigned by supervisor. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally either verbally or in writing.
- e. Maintains confidentiality and respect for information regarding patients and other team members; abides by UHC Rules of Confidentiality and the WIC Policies and Procedures Manual (WPPM).
- f. Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts, and patients served, maintaining a professional appearance and positive image for the health centers.
- g. Contributes to the team by promoting positive staff interaction, maintains open communication with other programs/departments.

**Qualifications:**

- Must be High School Graduate or GED required.
- Minimum 1 year of related work experience in interviewing, individual/group nutrition education, or consumer education, desirable.
- Minimum 1 year of work experience in computer basics and data entry; and customer service work preferred.

**Skill Requirements**

- Able to quickly build and maintain rapport with participants and team members of differing backgrounds; team player
- Customer-service oriented
- Basic computer skills and able to learn and understand the WIC MIS Program
- Positive professional insight
- Flexibility and dependability
- Demonstrated good problem-solving skills; sound judgment
- Modern office practices and procedures including email
- Attention to detail and excellent follow-through on work tasks
- Able to handle multiple tasks simultaneously
- Bilingual (English/Spanish) required.

**Physical Requirements**

- Must be able to lift up to 20 pounds and push up to 50 pounds (on wheels).
- Has ability to speak clearly in order to communicate information to patients and staff.
- Must be able to read memos, computer screens, personnel forms and clinical and administrative documents.
- Must have high manual dexterity.
- Must be able to reach above the shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn.
- Must be able to stand for prolonged periods of time.

<b>Signature:</b>	
<b>Print Name:</b>	<b>Date:</b>