



Position Requirements

POSITION TITLE: WIC Office Assistant	DATE: July 2016
DEPARTMENT: WIC	REPORTS TO: WIC WNA II/III

Position Summary:

The WIC Office Assistant is an unpaid position as part of the Volunteer Service Program reporting to the WIC WNA II/III. The main purpose of this position is to assist WIC staff and/or WIC participants. This will allow the WIC participants to feel welcomed by providing exceptional WIC encounters; thus, having a smooth office flow and friendly environment.

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: Office Assistant

- a. Welcome and greet the participants and guests to the WIC Site as they enter, including opening the door for all coming and going.
- b. Direct participants and guests to the appropriate WIC staff within the WIC Site, based on the reason for their visit.
- c. Offer to assist disabled participants.
- d. Assist in keeping the lobby neat and clean.
- e. Assist in cleaning the returned multiple user breast pumps, as each is returned, once trained and while under supervision.
- f. Provide assistance with small children by participating in activities such as reading books and coloring.
- g. Provide assistance with training participants on how to successfully participate in on-line Nutrition/Breastfeeding Education and print a certificate, once trained and while under supervision.
- h. Provide assistance to WIC staff and the participant by accessing www.wichealth.org website and printing the on-line Nutrition/Breastfeeding Education Certificate.
- i. 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.
- j. Assist in making packets of pamphlets and stamping referrals.
- k. Protect; promote; and support breastfeeding.
- l. Performs other duties related to WIC Program services as assigned by the Nutrition Assistant II/III.

II. Position Objective II: General Corporate Expectations

- a. Attends Volunteer Orientation.
- b. 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.
- c. Maintains confidentiality and respect for information regarding patients and other team members; abides by UHC Rules of Confidentiality and general HIPAA regulations regarding privacy.
- d. 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.
- e. 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.

Qualifications:

- Must be at least 16 years or older and have a sincere interest in a community service environment.

Skill Requirements

- Bilingual (English/Spanish) required.
 - Able to quickly build and maintain rapport with WIC participants, WIC staff, and community member of differing backgrounds.
 - Excellent customer service.
 - Ability to communicate in a friendly cooperative manner.
 - Ability to adapt to the pace of the community service environment.
 - Ability to demonstrate a calm and caring manner.
 - Ability to work independently with minimal supervision.
 - Ability to work with staff as a partner, not an adversary.
 - Ability to carry out assignments and follow through on requests/concerns.
 - Ability to honor WIC participant confidentiality.
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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 and write.
 - 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.
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Signature:	
Print Name:	Date: