

## Albany County WIC Program Job Description

Job Title: WIC Technician

Classification:

Department: Albany County WIC Program

Reports To: Denise Ivey

Location: 609 South 2<sup>nd</sup> Street, ACPH Building

Prepared By: Denise Ivey

Prepared Date: Updated 5-20-15

Approved By: Human Resources

Approved Date: 2/5/16

FLSA Status: Nonexempt

### **JOB SUMMARY**

To provide administrative support for the Women, Infants, and Children's (WIC) program including initial applicant screening to determine eligibility.

This position does not have any supervisory responsibilities; however they may distribute work and train new employees.

Receive direction from the WIC Clinic Supervisor and the Wyoming WIC Program.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*Essential duties may include, but are not limited to the following:*

1. Screen applicants for categorical and income eligibility via phone or in-person application.
2. Schedule appointments according to clinic policy to ensure efficient work flow and overall positive clinic environment; instruct all participants in their rights and responsibilities, Notice of Privacy Practice, use of the WYO W.E.S.T. card and WIC Food List; complete Notice of Ineligibility when needed; and complete orientation of general WIC information. Assists in maintaining local agency WIC caseload.
3. Enter WIC participant data to maintain an accurate and current database; ensure applicant forms are complete and appropriate information is scanned into the Horizon's System. Refer clients to allied health/community agencies.
4. Ensure all eligibility information is correct and entered into Horizon's System prior to client being seen by the Nutritionist/Nurse.
5. Manage issuance, recording, reconciliation, and security of WIC benefits; work with Nutritionist/Nurse to assure accuracy of benefits issued.
6. Maintain participant clinic records in the Horizon's computer system in a timely, secure, and confidential manner; follow appropriate archiving procedures for clinic records.
7. Prepare and maintain Master Scheduler in the Horizon's System, ensure that all appointments, conference calls, WIC classes, annual leave and meetings are scheduled.
8. Complete record keeping and archiving of WIC paperwork.
9. Keep current: WIC Policy Manual and WIC Forms Manual.

10. Respond to inquiries including request for information, complaints, and malfunctions of benefit issuance; provide information and direct inquiries to staff or appropriate resource.
11. Prepare monthly participant reports, complete month-end reports, compile information and assure dissemination via e-mail or fax.
12. Order, receive, inventory, store and distribute equipment and supplies, contact vendors and suppliers as needed; maintain related records, and stay within budget when ordering supplies and equipment.
13. Operate modern office machines and equipment including PCs, printers, copiers, postage meters, calculators, fax machines, telephones; routine and non-routine use of office software applications.
14. Type proofread, and word process a variety of routine and non-routine documents including general correspondence, agendas, reports, newsletters, participant surveys, monthly calendars and memoranda.
15. Generate monthly payment vouchers, reconcile expenditures, and prepare fiscal reports.
16. Attend and participate in staff meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge, serve on committees as assigned.
17. Will demonstrate a positive attitude toward breastfeeding including; words of encouragement for all women planning or currently breastfeeding infants; avoidance of overt or subtle formula endorsement; referrals to appropriate health professional(s) for breastfeeding problems.

## **QUALIFICATIONS/REQUIREMENTS**

### Knowledge, skills and abilities:

1. Basic knowledge of the WIC program, including policies and procedures and being aware of any changes in the program. Understand the organization and operation of the WIC program and the County necessary to assume assigned responsibilities.
2. Must possess high level of intuitive skills, deductive reasoning, and flexibility to put aside superseded manual policy instruction and operate only on new policy instruction.
3. Competence using new technology, i.e., EBT equipment, computer/printer, copier, fax machine, and other office equipment. Type and enter data at a speed necessary for successful job performance.
4. Skills in interpersonal relations as applied to contact with public assistant clientele, representatives of resource agencies, employers, and other community agencies.
5. Maintain confidentiality of WIC client information.
6. Ability to work in a stressful climate; dealing with clients whose response to their personal plight ranges from open hostility to deeply submerged passiveness.
7. Communicate effectively both verbally and in writing, discern facts from fiction when interviewing clients.
8. Ability to maintain steady/smooth clinic flow.
9. Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**EDUCATION/TRAINING/EXPERIENCE**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

Experience:

- Two to three years of experience with office management or medical records or social service related positions.

Education/Training:

- Equivalent to a high school education including some specialized training or college courses.

**LICENSE, CERTIFICATION OR REGISTRATION**

*Must be current or obtained within a specified time frame as defined upon employment.*

- Valid driver’s license.

**WORKING CONDITIONS:**

*Essential duties require the following:*

Working Environment:

- Minimal exposure to undesirable working conditions and exposure to persons who may be sick, unpleasant odors, cleaning chemicals.

Physical Activities:

- Essential functions require maintaining the physical condition necessary for minimal physical activity such as sitting, walking, kneeling, crouching, squatting, stooping, twisting upper body, and lifting an average of 20 lbs.

*The signatures indicate concurrence with information provided in this position description.*

\_\_\_\_\_  
Supervisor’s Signature /Date

\_\_\_\_\_  
Employee’s Printed Name

\_\_\_\_\_  
Employee’s Signature/Date

Review yearly to update as the position changes.

\_\_\_\_\_  
Reviewed Supervisor’s Signature/Date

\_\_\_\_\_  
Employee’s Signature/Date

\_\_\_\_\_  
Reviewed Supervisor’s Signature/Date

\_\_\_\_\_  
Employee’s Signature/Date