



**UMATILLA-MORROW HEAD START, INC.**  
**POSITION DESCRIPTION**

**WIC CERTIFIER/CLERK**

---

**Position Information:**

---

**Supervised by:**

Hermiston Supervisor: WIC Certifier/Team Leader  
Pendleton/Milton-Freewater Supervisor: WIC  
Operations Manager

**Supervises:** Does not supervise others

**Salary:** Coordinator I

**Classification:** Non-Exempt

**Terms of Employment:** Regular-Full Time

**Job Goal:**

---

To insure that WIC participants receive positive customer service and that the program meets quality standards

**Essential Responsibilities:**

---

- Clerical Duties and Certification Screening of Program Applicants for Income, Identity, Residency
  - Fulfill receptionist duties as needed:
    - Answer and refer all in-coming calls to appropriate person
    - Greet all participants in a congenial, respectful, and professional manner
  - When appropriate, maintain a prioritized waiting list
  - Maintain clinic scheduling per scheduling policy
  - Be familiar with use of the Oregon WIC Program Policy and Procedure Manual
  - Complete prescreening when applicants inquire about eligibility for participation
  - Schedule certification screening and high risk appointments within the recommended timeline
  - Notify potential participants of the need to provide proof of Income, Identity, and Residency at their screening appointment
  - Ensure documentation of Income, Identity, and Residency is entered into the participant record
  - Ensure participant understands their rights and responsibilities prior to signing the Participant Signature form
  - Offer opportunity to register to vote to adult participants at each certification, recertification, and when an address changes occurs
  - Ensure voter registration section is completed on the Participant Signature form
  - Process completed Voter Registration Forms
  - Schedule participants for individual and group nutrition education contacts per scheduling policy
  - Provide verbal and written notification of ineligibility and/or termination of program benefits
  - Issue food instruments according to WIC package assigned by certifier or Registered Dietitian. Ensure that participant signs manual food instrument register
  - Explain redemption of food instruments, appointment scheduling needs, and proxy pick-up of food instruments
  - Complete food instrument mailing per policy and procedure
  - Call participants no less than 2 business days before an appointment to provide reminder of appointments and classes

- Records and Reporting System
  - Maintains participant's records by insuring that appropriate forms are in order and signatures are completed
  - Updates participant records with regard to address, income, migrant status, name change, transfers and terminations
  - Is familiar with WIC forms necessary when TWIST system is not accessible: Cert Data Entry Document, Health Questionnaires for infants, children and women, Growth Grids, Prenatal Weight Gain Tracking, Diet Questionnaires, and Diet Recall.
  - Responsible for confidentiality and security of all records and food instruments.
  - Requests records for transfer participants
  - Completes requisitions for supplies and submits to Oregon State Health Division and agency
  - Assists with inventory of nutrition education materials, medical supplies and breast pumps on site
- Assist WIC Operations Manager as needed in periodic updates of WIC clinic policies and procedures
- Participate in annual nutrition education plan review
- Refers high risk clients for R.D. for chart review, follow up, and/or for appointment
- Attends WIC in-service meetings
- Maintain a clean and safe clinic environment per cleaning guidelines. Notify supervisor of safety concerns identified or broken equipment
- Apply safe practices in the performance of duties
  - Reporting of unsafe or hazardous working conditions and/or any injury immediately
  - Complying with Agency safety standards
  - Participate in emergency drills
  - Promote a culture of safe environments in the workplace

### **Qualifications:**

---

- High school diploma or equivalent. Post high school work experience recommended
- Basic knowledge in computer data entry and/or word processing
- Experience working in professional office environment with ability to communicate one-to-one, on telephone, and in group setting.
- WIC experience (preferred)
- Current enrollment in the Child Care Division's Central Background Registry
- Current physical examination, drug screen, and TB screen documentation upon hire
- Adequate means of transportation
- Desire to work with low-income children and their families

### **General Staff Responsibilities:**

---

- Participate in staff meetings, conferences, training sessions and workshops as assigned
- Demonstrate familiarity with employment policies, performance standards, work plan and objectives of Agency
- Maintain congenial and respectful relations with staff, children, families and community
- Keep current and accurate records and file reports on time
- Maintain confidentiality in regards to staff and family information
- Maintain objectives and professional standards
- Improve self-skills and education
- Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy
- Be present at work in order to provide consistency of services
- Be a contributory team member in a positive/productive manner

- Demonstrate commitment to mission, values, and policies in the performance of daily duties
- And or any other duties deemed necessary by your supervisor

### **Other Requirements:**

---

- Communicate effectively with staff, families, children, and the public using the telephone and in face-to-face, one-to-one, and in group settings
- Comprehend, analyze, and make inferences and references from written material
- Fluent in English both verbally and written
- Produce written documentation with clearly organized thoughts using proper sentence construction, punctuation and grammar
- Work with children requiring the ability to walk or run quickly, kneel or sit on floor, bend, and lift, walk over rough or uneven ground, exposure to weather etc.
- Lift and move heavy and/or bulky objects or children weighing up to 50 lbs.
- Maintain the safety of the environment and children through visual, auditory and smelling senses
- Make precise arm-hand positioning movements and maintain static arm-hand positions
- Sort/alphabetize documents, records, and/or files
- Ability to do tasks involving repetitive arm and hand movements, such as heavy word processing/keyboarding, using various office tools to collate, punch, cut, or stamp paper and other repetitive or high-volume tasks such as bulk mailings, filing projects, etc.
- Perform detailed and repetitive work such as data entry, completion of forms, and verification of computer reports
- Ability to drive a private or Agency vehicle; must possess a valid driver's license and personal automobile or provide a plan that will allow fulfillment of position requirements

***Umatilla-Morrow Head Start, Inc. Is an Equal Opportunity Employer***