
Position Information: WIC CLERK

Supervised by:

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

Salary: Coordinator I

Terms of Employment: Regular-Full Time

Supervises: Does not supervise others

Classification: Non-Exempt

Job Goal:

To perform various clerical duties in support of the WIC department that includes heavy interaction with the public ensuring that participants receive positive customer service, maintaining confidential information such as income eligibility, participant benefits, etc., and ensuring 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
- Community outreach
 - Conduct 2 hours/week of community outreach to ensure maximum client participation
 - Build and maintain relationships with collaborative community partners

General Staff Responsibilities:

Employees of UMCHS aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to equipping children and all who care for them for lifelong success*
- *A commitment to excellence in everything we do;*
- *A commitment to positive performance and a welcoming culture;*
- *A commitment to outcomes, measured results and quality improvement;*
- *A commitment to innovation and to what is possible.*
- Program Participation and Team Member
 - Be present at work in order to provide consistency of services
 - Arrive to work on time; punctually attend and actively participate in all required activities, meetings, and trainings.
 - Be a respectful, cooperative, and reliable team member and participant in program activities.
 - Project a professional work image, both in dress and manner.
 - Demonstrate familiarity with employment policies, performance standards, work plan and commitment to mission and values in the performance of daily duties.
- Standards of Conduct
 - Perform all work in compliance with UMCHS Standards of Conduct.
- Improve self-skills and education
- Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy
- And or any other duties deemed necessary by your supervisor

Education Requirements:

- Possesses a basic level of written and verbal communication skills and mathematical knowledge typically acquired through completion of a high school program.

Experience and Skills Requirements:

- Basic knowledge on using computers and the ability to work in a Windows environment
- Ability to enter and manage data into a centralized data management system.
- Experience working in professional office environment with ability to communicate one-to-one, on telephone, and in group setting.
- WIC experience (preferred)
- Adequate means of transportation
- Desire to work with low-income children and their families

Physical Requirements:

The physical demands and work environment described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to:

- Sit for long periods of time with daily use of computer screen;
 - 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.;
 - Occasional filing is required. This would require the ability to lift files, open filing cabinets and bending as necessary;
 - Occasionally required to stand, walk and reach with hands and arms;
 - Occasionally lift and/or move up to 10 pounds
- Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

Work Environment/Conditions:

Work is normally performed in a typical interior/office work environment.
Job tasks are performed in close physical proximity to other people

Safety:

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

Agency-Wide Requirements:

- Current enrollment in the Child Care Division's Central Background Registry
- Current physical examination, drug screen, and TB screen documentation prior to hire
- 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. A DMV Record check will be conducted prior to hire.
- Desire to work with low-income children and their families
- Communicate effectively with staff, families, children, and the public using the telephone and in face-to-face, one-to-one, and in group settings
- Fluent in English both verbally and written

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