

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

**POSITION DESCRIPTION**

<b>WIC OPERATIONS MANAGER</b>	
<b>Supervisor: Nutrition Services Director</b>	<b>Subordinates: WIC Clinic Manager, Pendleton and Milton-Freewater WIC Certifiers and Clerks, Healthy Start FSW</b>
<b>Classification: Manager III</b>	<b>Exempt Status: Exempt</b>
<b>Terms of Employment: Regular Full-time</b>	

**Job Goal:** To coordinate and supervise a WIC program that complies with all federal, state and local agency regulations, policies and procedures. To assist with the supervision of the Healthy Start FSW and other Healthy Start management duties

**Essential Responsibilities:**

1. WIC Program Operation
  - a. Monitor program reports for caseload management.
  - b. Implement and monitor compliance with policies and procedures and regulations. Inform WIC staff of regulation changes.
  - c. Develop, monitor, and update local WIC clinic policies and procedures.
  - d. Annually complete program self-review.
  - e. Complete Month End Report for Nutrition Services Director.
  - f. Work with Nutrition Services Director to complete annual Nutrition Education Plan and monitor its implementation.
  - g. Coordinate with community agencies.
  - h. Attend Oregon WIC coordinator=s meetings.
  - i. Coordinate WIC In-service meetings at least four times per year.
  - j. Coordinate training for WIC staff at least four times per year.
  - k. Work in WIC clinics as certifier when needed.
  - l. Follow-up on issues/needs identified by WIC staff.
  - m. Perform other reasonable related duties as assigned by immediate supervisor
  
2. Supervision
  - a. Complete performance evaluations annually.
  - b. Monitor job performance.
  - c. Ensure compliance with work plan, policies, procedures and regulations.
  - d. Delegate work assignment and duties.
  - e. Meet regularly with staff.
  
3. Breastfeeding
  - a. Ensure breastfeeding is promoted as the first choice for infant feeding by WIC staff to WIC clients and the community.
  - b. Ensure local Policies and Procedures support continued Breastfeeding for participants, i.e., formula distribution, counseling.

- c. Ensure breastfeeding classes are offered to participants each month.
  - d. Ensure breastfeeding follow-up contacts occur according to procedure and protocol.
  - e. Carry out outreach contacts with local community partners to ensure updated information is shared related to services provided by WIC, i.e., Breast Pump Program, Breastfeeding classes.
  - f. Coordinate breast pump distribution program.
4. Nutrition Education
- a. Train staff to provide a variety of nutrition education experiences.
  - b. Work with Registered Dietitian to ensure WIC staff have relevant and up-to-date nutrition education materials to utilize when providing nutrition education to clients.
  - c. Coordinate Nutrition Education classes.
5. Healthy Start
- a. Supervise the East End Healthy Start Family Service Worker.
  - b. Be knowledgeable in Healthy Start policies and procedures
  - c. Be knowledgeable in data collection and reporting for the evaluation. Document training in training tracker.
  - d. Contact the evaluation team immediately to resolve any data discrepancies as soon as these are noted through review of the quarterly reports or other data sets.
  - e. Assure that staff are completing and submitting all required forms in a timely manner. Submit month end report to Program Manager by the 7<sup>th</sup> of each month.
  - f. Meet with FSW on a weekly basis for supervision.
  - g. Assist FSW in outreach in the communities on the east end of Umatilla County.
  - h. Get signed MOUs from area hospitals, public health, Migrant and Tribal Head Start programs, and Tribal WIC program.

**Qualifications:**

1. B.S. in Food and Nutrition or a health related field as a minimum. Three years experience working with Maternal/Child Health is recommended.
2. Current physical examination and TB screen documentation upon hire
3. Desire to work with children and their families
4. Adequate means of transportation
5. Ability to establish relationship of trust and respect with staff, families and children.

**General Staff Responsibilities:**

1. Participate in staff meetings, conferences, training sessions and workshops as assigned.
2. Demonstrate familiarity with employment policies, performance standards, work plan and objectives of Agency.
3. Maintain congenial and respectful relations with staff, children, families and community.
4. Keep current and accurate records.
- 5.\* Maintain confidentiality in regards to staff and family information.
6. Maintain objectives and professional standards.

7. Improve self-skills and education.
8. Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy.
9. Perform any other work-related duties as requested by your supervisor.
10. Be present at work in order to provide consistency of services.
11. Be a contributory team member in a positive/productive manner.
12. Demonstrate commitment to mission, values, and policies in the performance of daily duties.

**Other Requirements:**

1. Communicate effectively with staff, families, children, and the public using the phone and in face-to-face, one-to-one, and in group settings.
2. Observe, compare, and monitor behaviors, records and data to determine compliance with prescribed standards.
3. Comprehend, analyze, and make inferences and references from written material.
4. Fluent in English both verbally and written.
5. Produce written documentation with clearly organized thoughts using proper sentence construction, punctuation and grammar.
6. 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.
7. Instruct, lead, train and facilitate others in a group setting.

*Umatilla-Morrow Head Start, Inc.*

*Is*

*An Equal Opportunity Employer*