



JOB DESCRIPTION

TITLE	WIC Service Coordinator	PAY GRADE	I
JOB FAMILY	Community Health	SALARY RANGE	\$15.00 - \$20.96
REPORTS TO	Director, Women Infant & Children	FLSA	Nonexempt
EMPLOYMENT STATUS	Full-Time	CIVIL SERVICE STATUS	Classified

This description is intended to indicate the kinds of tasks and levels of work difficulty required of this title. This description is not intended to limit or in any way modify the rights of management to assign, direct, and control the work of employees under supervision. The listing duties and responsibilities shall not be held to exclude other duties assigned that are of similar kind or level of difficulty.

POSITION SUMMARY:

Under direct supervision, assesses eligibility of applications inclusion in the Women Infant & Children (WIC) program and receipt of WIC benefits. Provides general clinic and WIC office support including clerical duties, outreach, and programming.

ESSENTIAL DUTIES:

- Greets visitors and callers to the WIC program. Responds to routine inquiries and escalates more complex inquiries to appropriate staff member. Monitors the visitor/caller flow and maintains visitation records.
- Schedules appointments and interviews public to determine eligibility for WIC services. Coordinates the WIC program intake and registration processes. Processes documents and develops files for new participants.
- Assists with taking anthropometric (height and weight) measurements and obtaining clinical data in accordance with State WIC policies and procedures.
- Onboards new participants by communicating rights and responsibilities of WIC program participation. Issues, explains, and secures understanding of program benefits to participants.
- Performs office management duties for the clinic (i.e. answering phones, mail sorting & distribution, copying/filing, data entry, ordering supplies, etc.).
- Provides program support to WIC and other MPH programs (i.e. community outreach, event planning & participation, education sessions, service scheduling, etc.).
- Performs referrals, screenings, and/or appointment setting for other MPH programs and services as requested or directed by the Director (i.e. mental health services, dentists, food banks, etc.).
- Participates in clinic and community breastfeeding initiatives.
- Collaborates with internal and external partners on special projects as assigned.
- Participates in professional development activities (i.e. meetings, seminars, conferences, etc.) to improve and remain abreast of professional & legislative advancements & innovations.
- Collaborates with external partners to promote WIC & MPH programs and educate community about program features & benefits.
- Responds to public health emergencies in accordance with local, state and national response plans using the incident command system.
- Performs other duties as assigned.

LEVEL OF SUPERVISION:

No supervisory responsibilities. May report to leaders outside of assigned reporting structure for special and/or temporary projects.

**MINIMUM QUALIFICATIONS:**

- High school diploma or equivalent.
- Minimum of one year of human services experience working with vulnerable populations.
- Valid Ohio driver's license and insurance at the time of appointment.
- Ability to efficiently multi-task on a daily basis.
- Knowledge of eligibility guidelines for public assistance programs and knowledge of community resources.
- Knowledge of HIPAA regulations and ability to preserve confidentiality of protected health information and records.
- Strong customer service, verbal and written communication skills, and effective presentation skills. Good interpersonal relationship skills including cultural sensitivity & competence.
- Proficiency with use of PC hardware & basic software (i.e. Microsoft office), email, and office equipment (i.e., copier, fax, scanner, telephone, etc.).
- Proficiency with use of databases. Proficiency with querying and reporting data.
- Ability to use logic and reason to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to preserve confidentiality of patient and agency information.

WORKING CONDITIONS:

- The performance of the duties requires frequent standing, walking, sitting, stooping, reaching, handling, grasping, feeling, talking, and hearing. Occasional lifting, carrying, reaching, engagement in repetitive motions, and eye/hand/foot coordination.
- Performance of primary duties takes place in an clinical setting with exposure to adverse environmental conditions including frequent noise. Frequent light to moderate physical effort required.

The qualifications listed above are intended to represent the education, experience, skill and ability levels typically needed to successfully perform the essential duties contained in this job description. Marion Public Health (MPH) is an equal opportunity employer and does not discriminate against individuals regardless of race, sex, sexual orientation, religion, national origin, age, gender identity or expression, ancestry, familial status, military status or disability in its programs, activities, and employment policies. MPH fully supports the hiring and employment of individuals with physical or mental disabilities who meet the job qualifications, so long as the individuals can perform the essential duties of the position with or without reasonable accommodation.