



WIC Service Coordinator

TITLE	WIC Service Coordinator	PAY GRADE	I
JOB FAMILY	WIC	SALARY RANGE	\$15.00-20.96 per hour
REPORTS TO	WIC Director	FLSA	Non exempt
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.

Summary:

As a member of the WIC team, the Service Coordinator assesses eligibility of applications for inclusion in the Women Infants & Children program and receipt of WIC benefits. This position also provides general clinic and WIC office support including clerical duties, outreach, and programming

Critical Core Competencies:

Uses and collects quantitative and qualitative data

- Obtains clinical data in accordance with state WIC policies and procedures
- Coordinates WIC intake and registration process, including processing documents and developing files for new participants
- Assists with managing and maintaining participant records in accordance with WIC guidelines
- Assists with screening immunization records, updating computer data, and referring participants to immunization services
- Assist with taking anthropometric (height and weight) measurements and obtaining clinical data in accordance with state WIC policies and procedures

Implements and improves policies, programs, and services

- 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
- 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
- Performs office management duties for the clinic (i.e. answering phones, mail sorting and distribution, copying/filing, data entry, ordering supplies, etc.)
- Provides program support to WIC and other MPH programs (i.e. community outreach, event planning and attendance, education sessions, service scheduling, etc.)
- Performs referrals, screenings, and appointment setting for other MPH programs and services as directed
- Onboards new participants by communicating rights and responsibilities of WIC program participation; issues, explains, and secures understanding of program benefits to participants
- Implements quality improvement methods and tools to improve policies, program, services, and organizational performance
- Engages in continuous improvement of policies, programs, services, and organizational performance

Job Description

Communicates with internal and external audiences

- Responds to information, misinformation, and disinformation
- Seeks input from internal and external audiences
- Engages in risk communication
- Promotes and supports breastfeeding initiatives and participates in clinic and community breastfeeding activities (i.e. breastfeeding awareness month)

Responds to emerging needs

- Addresses emerging needs by identifying resources, reducing disparities, collaborating with the community, maintaining operations during emergencies, and supporting resiliency and recovery
- In the event of a public health emergency, responds to emergencies and assists in department emergency operations.

Qualifications/Requirements:

High school diploma or equivalent. Minimum one year of human services experience working with vulnerable populations Valid Ohio driver's license and insurance at the time of appointment. Strong 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 Microsoft Excel.

Required Knowledge, Skills, and Abilities:

Knowledge

- **Knowledge of WIC and agency policies and procedures**
- **Knowledge of interviewing and case management best practices**
- **Knowledge of data systems and online case management systems**
- Knowledge of HIPAA regulations and ability to preserve confidentiality of protected health information and records
- Knowledge of the Foundational Public Health Services, the 10 Essential Public Health Services
- Knowledge of the Core Competencies for Public Health Professionals, and the Strategic Skills for Public Health Practice

Skills

- **Interpersonal and relationship building**
- **Preparing accurate and timely written reports and records**
- **Assessment skills and ability to make independent judgements**
- Strong proficiency with internal databases, online data management systems, and data collection methodology
- Follow protocols, procedures, and established guidelines

Abilities

- Ability to adapt to changing circumstances and needs
- Ability to deal tactfully and effectively with the public and coworkers
- Apply the MPH core values to day-to-day activities, customer interactions, and special projects
- Analyze, problem-solve, and think critically
- Work effectively both as part of a team and independently

Job Description

- Simplify complicated findings for others to understand and appropriately apply them
- Interact appropriately and effectively within a wide range of settings and various audiences
- Build and maintain relationships with diverse individuals and populations using cultural sensitivity and principles of health equity
- Adapt to changing circumstances and needs by multi-tasking and remaining flexible
- Ability to engage in professional development and apply new knowledge and skills to public health practice

WIC Service Coordinator

Date

WIC Director

Date