



# WIC Assistant/Certifier [Internal Only] – 4 Openings

1101 West College Avenue • Spokane, WA 99201-2095 (phone) 509.324.1506 • (fax) 509.324.3604 • (TTY) 509.324.1464

*\*Spokane Regional Health District is a "Tobacco Free" Workplace*

*An Equal Opportunity, ADA Compliant Employer  
Veterans and persons of disability encouraged to apply*

**EMPLOYMENT BULLETIN:** JOB #17-13

**OPENS:** March 10, 2017

**DIVISION:** Health Promotion

**SCHEDULE:** Full Time (40 hrs. /wk.) regular. Flexible assigned work schedule within a standard 8am-5pm, M-F work week.

This registry may also be used for any additional WIC Assistant/Certifier positions with similar qualifications, which may occur in the next 6 months

**SALARY RANGE:** WIC Assistant \$13.40 – \$17.11 per hr. WIC Certifier \$16.66 – 21.27/hr. This is the full salary range for the position not including longevity pay. Starting salary will normally be WIC Assistant \$13.40 per hour WIC Certifier \$16.66/hr. Position includes a generous benefits package.

**REQUIRED APPLICATION DOCUMENTS (incomplete applications or those missing required documents may not be considered):**

- Fully Completed SRHD Application
- Cover Letter
- Background check form
- Resume

**POSITION DESCRIPTION:** This position is a dual rated position which provides administrative support to the Spokane Regional Health District WIC/Breastfeeding/Farmers Market programs. Working with minimal supervision, this position provides internal and external customer service and clerical support for programmatic needs. It requires excellent customer service skills, computer literacy, and the ability to make good judgments, effectively applying federal, state and local policies and procedures. The WIC certifier position performs para-professional duties such as, interviews clients to assess nutritional needs, takes anthropometric measurements and determines eligibility for participation and counsels and educates about growth and nutrition. Prioritizes medical and nutritional information and prepares follow-up plan with appropriate referrals to WIC registered dietitian and/or other community based resources. Provides nutrition education for individuals and groups, refers pregnant women to MSS & Nurse Family Partnership program and other community resources, and serves as back-up to reception staff.

### MINIMUM QUALIFICATIONS:

**Required Education/Experience:**

- High School Graduate or GED required. Higher education in public health or nutrition related field preferred.
- 2 years experience, with limited task supervision, emphasizing or including intensive public contact, customer service, interpretation and explanation of regulations and involving general office work processes and use of office technology with at least 6 months experience in 1 or more of the following: public health, clinical setting, biochemical screenings and/or anthropometric collection and analysis.

**Licensure/Certification**

- Completion of Washington State WIC Certifier Training program, may be accomplished after hiring
- Valid driver’s license with insured vehicle available to travel to multiple locations, or other method of accessing work sites within a reasonable time.

**Required Knowledge, Skills and Abilities:**

- Knowledge of modern office machinery to include, but not limited to, computers, fax, phone, and copy machines.
- Ability to work in a noisy office environment with infants and preschoolers.
- Enthusiasm for excellent customer service.
- Ability to diffuse difficult or highly charged situations.
- Ability to multi-task and use good judgment about priorities in a busy office setting.
- Interest and willingness to learn about prenatal, infant and child nutrition.
- Flexibility to work effectively alone or with a team.
- Flexible regarding work location, days, and times. Able to access whichever SRHD work site is assigned.
- Ability to interact non-judgmentally with underserved, vulnerable and diverse populations.
- Knowledge of Microsoft products such as Word, Excel, Outlook, etc.
- Ability to learn and use software utilized at Spokane Regional Health District such as Novatime, Docuware, and CIMS.

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For a detailed position description and application form, visit us at [www.srhd.org](http://www.srhd.org) or contact the office of Human Resource Services by mail or phone. Please see reverse side for additional application information.

This position is represented by Professional and Technical Employees union.

### MAJOR RESPONSIBILITIES:

#### As a WIC Assistant: CLIENT SERVICE DUTIES

- Prioritizes multiple tasks in busy office setting.
- Helps coordinate flow of clients to certifiers and registered dietitians
- Answers and routes telephone calls on multi-line phone system
- Provides information about WIC and other public health programs
- Determine eligibility by screening income, category and address
- Provides appointment reminders via phone and/or text
- Schedules appointments and communicates needs for necessary records
- Explains Farmers Market program and encourages participation
- Maintains up-to-date client demographic and endorser information
- Performs client functions in CIMS: presume eligible, prescreen, enroll, transfer in, transfer out, reinstate, terminate

#### As a WIC Certifier: CLIENT SERVICE DUTIES

- Performs client services and certifications in accordance with the WA State WIC policy and procedures.
- Assess income, category, location and nutritional status for program eligibility
- Completes anthropometric and biochemical measures
- Completes nutrition assessment to identify and assign risks per WIC protocol
- Provides client centered counseling for individual nutritional interventions
- Assists in creating and following up on individual & family nutrition goals
- Provides individual and group nutrition education as determined by the Registered Dietitian
- Promotes breastfeeding and provides support and education
- Assists with breast pump distribution and tracking
- Refers high risk clients to the Registered Dietitian within designated timeframes
- Refers to appropriate community resources
- Prescribes WIC food packages
- Forecasts and schedules subsequent appointment as needed
- Provides program and check education

#### CLERICAL SUPPORT DUTIES

- Retains check stubs according to WIC records retention requirements
- Inventories manual checks monthly
- Prints, routes and/or processes mail and 20 day letters
- Retains charts and forms according to state and agency retention policies
- Inventories and orders supplies such as check stock, forms or office supplies
- Accepts deliveries and files packing slips
- Trains new WIC assistants
- Serves on interview team when invited
- Completes miscellaneous duties including; scheduling interpreters, preparing mailers, cleaning toys, etc.
- Scans documents for file retention into Docuware
- Troubleshoots computer and phone problems, contacting appropriate person for assistance when necessary
- Distributes and tallies surveys

#### Referrals for WIC Participants

- Promotes, determines eligibility, completes referral form, and explains the NFP program
- Completes and documents breastfeeding education and support appointments
- Refers to SRHD and other community services and programs as needed

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### **Other duties**

- Maintains up-to-date knowledge of WIC and breastfeeding guidelines and procedures
- Inventories and orders supplies and materials as needed
- Trains new employees and mentors students
- Communicates client concerns and office issues with lead and supervisor
- Serve as CIMS Administrator as needed
- Attends meetings and trainings for SRHD, WIC and landlord agency as needed
- Completes other duties as assigned
- Maintains confidentiality according to program and agency standards

### **ENVIRONMENTAL FACTORS:**

- Indoors, sedentary with 8 hours/day sitting or standing
- 8 hours/day keyboarding or typing at a computer terminal
- Communication skills to interact effectively with people
- Comprehend and process verbal communication
- Visual acuity to read small print
- Ability to bend, twist, stoop on a 0 regular or 1 occasional basis
- Ability to lift or carry up to 25 pounds on a 0 regular or 1 occasional basis
- Ability to type, file, and complete forms with or without accommodation
- Ability to operate a vehicle or otherwise access multiple sites in a timely manner
- Ability to work with moderate noise level in presence of young children and infants
- Ability to hear normal conversation, with or without accommodation

*The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the*

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