



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: **WIC PROGRAM SUPPORT SPECIALIST**
Jurisdictional Class: Competitive
Civil Division: Public Health
Adoption: CSM 5/17/22
Revised: CSM

DISTINGUISHING FEATURES OF THE CLASS:

This position exists in the County Health Department and involves responsibility for assisting WIC Nutritionists in the certification of program participants and assisting the WIC Program Coordinator with program administration duties as assigned. The WIC Program Support Specialist gathers pertinent data for the Nutritionist to complete a nutrition assessment. The work also involves breastfeeding promotion and support activities as well as program outreach and retention efforts, including completing and evaluating reports. The work is performed under the direct supervision of the Nutritionist or WIC Program Coordinator. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

May conduct all duties of a WIC Assistant including: answering phones, providing excellent customer service to participants, reviewing Rights and Responsibilities with participants, conducting program orientation, and verifying identity, income and residency;
Document timely notes in the NYWIC record to reflect interactions and support continuity of care per WIC program policy and procedures;
Provide referrals to health and social services, and document in participant's record;
Collect information for the nutrition assessment process, including obtaining anthropometric and hematological data, as trained;
Complete issuance of food packages that do not require medical documentation, once prescribed by the WIC Nutritionist/Competent Professional Authority;
Assist by issuing benefits as part of a WIC Nutritionist/Competent Professional Authority-led facilitated group discussion, when no food package changes are needed;
Provide additional program information on such topics as WIC benefits and the Farmers' Market Nutrition Program. May issue Farmers' Market benefits to participants after nutrition education is completed by the WIC Nutritionist;
Identify and refer participants to the WIC Nutritionist, when appropriate;
Assist the WIC Nutritionist/Competent Professional Authority in planning, implementing and evaluating participant-centered nutrition education activities;
Assist the WIC Nutritionist/Competent Professional Authority with planning, implementing and evaluating breastfeeding promotion and support activities;
Assist the WIC Nutritionist/Competent Professional Authority with planning, implementing and evaluating efforts related to WIC program outreach and retention;
Perform more complicated clerical and office support activities that require thorough knowledge of the WIC program policies and procedures;
Prepares a variety of records and reports related to the program including periodic inventory of WIC assets;
May provide training to newly hired staff under the direction of the supervisor;

TYPICAL WORK ACTIVITIES: (continued)

Works various days and hours as assigned and required by NYS WIC Program work plan;
Attends all NYSDOH sponsored trainings along with local agency and sponsoring agency trainings as required;
May participate in disaster activities as trained and assigned;
Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Working knowledge of processes involved in obtaining accurate anthropometric measurements and hematological tests;
Ability to prepare both orally and in writing complex narrative and numerical reports;
Computer literacy including ability to use departmental and state computer software programs including Excel;
Ability to communicate effectively both orally and in writing;
Ability to service difficult participants in a patient, clear and polite manner;
Ability to understand and follow complex oral and written instructions;
Exceptional organization and time management skills;
Ability to work independently and as a team member;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

High School Diploma or equivalency **AND**

Minimum of one (1) year of experience working in a related nutrition program, health care or other related field with public interaction/engagement. Specific experience with the WIC program preferred.

SPECIAL REQUIREMENTS:

Valid New York State Driver's License
Proof of COVID-19 vaccination

NOTE: All applicants must be approved by the NYS Department of Health prior to appointment if working in the WIC program.