



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

JOB SPECIFICATION

Civil Service Title: **WIC Assistant**
Jurisdictional Class: Competitive
Civil Division: County
Adoption: CSM 1/11/89
Revised: CSM 4/14/99, 1/8/03; 07/11/07; 11/12/08, 2/10/2016

DISTINGUISHING FEATURES OF THE CLASS:

The work involves the responsibility of assisting participants in the Women, Infants and Children (WIC) Program for the Cayuga County Health Department. The employee performs a variety of clerical duties in support of WIC nutrition staff in the delivery of participant centered services. The work involves daily contact with participants and nutrition staff. An employee in this class performs required tasks within established guidelines set by WIC Program Manual Policy and performs routine tasks independently after training and orientation to the program. Detailed instructions are given at the beginning of any new assignments. Direct supervision is received from an administrative superior and work performance is reviewed through observation and execution. No supervision is exercised in the position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Uses a standard keyboard and computer screen to enter and retrieve pertinent data from WIC Statewide Information Systems (WICSIS);
Acts as a receptionist utilizing professionalism in retrieving phone calls, rostering-in participants and answering inquiries about the program within WIC Program Manual guidelines;
Accepts applications and performs applicant prescreening to determine categorical, residential and income eligibility;
Orientates new participants about the WIC Program including enrollment timeframes and appropriate use of WIC checks in accordance with WIC program policies;
Assists WIC nutrition staff in collecting anthropometric and hematological data as part of the nutrition assessment process;
Travels to WIC satellite clinic locations and assists in set-up and break down of WICSIS equipment and clinic supplies;
Promotes breastfeeding as the preferred infant feeding method;
Provides referrals to health and public assistance programs;
Documents pertinent information in clear, concise manner with WICSIS notes;
May participate as requested in various program initiatives including but not limited to outreach activities, healthy lifestyle initiatives and local agency events;
May assist in the preparation of various reports and quality assurance activities;
As directed by the supervisor, assists in setting up WICSIS schedule and health messenger system to remind participants of their appointments;
Conducts a monthly inventory of WICSIS supplies, clinic supplies and office supplies;
Conducts a periodic inventory of participant charts for lapses in appointments and updates any necessary information;
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;

Performs related work as assigned by Supervisor.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Computer literacy including ability to use departmental and state computer software programs;
Good communication and organizational skills;
Ability to service difficult participants in a patient, clear and polite manner;
Working knowledge of record keeping and filing procedures;
Working knowledge of clerical techniques;
Ability to maintain records using a simple alphabetical or numerical filing system;
Ability to prepare both orally and in writing simple narrative and numerical reports;
Ability to understand and interpret written material;
Ability to establish effective working relationships with public health professionals, nurses, participants and children;
Ability to learn and use the departmental software systems;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and one (1) year of clerical experience in a health, human service, social service, or similar program or agency which must have included face-to-face contact with the public.

Possession of a valid New York State Driver's License is required to operate county owned vehicles.