



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; 7/11/07; 11/12/08, 2/10/16, 5/17/22

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)

General reception duties such as answering phones, scheduling appointments, following up on missed appointments and greeting participants;
Documents timely notes in the NYWIC record to reflect interactions and support continuity of care per WIC program policy and procedures;
Reviews rights and responsibilities with patient;
Conducts program orientation, including explaining program benefits, issue eWIC card, setting up WIC2GO and providing list of authorized vendors;
Collects information for the certification process including verifying identity, income and residency;
Provides referrals to health and social services, and document in participant's record;
Provides additional program information on such topics as WIC benefits and Farmers' Market Nutrition Program;
Participate in breastfeeding promotion and support activities;
Participate in WIC program outreach and retention efforts;
May work various days and hours as assigned and required by NYS WIC Program work plan;
Attend 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.
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 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.

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

Proof of COVID-19 Vaccination is required.