



POSITION DESCRIPTION

DEPARTMENT: PUBLIC HEALTH

POSITION TITLE: Women, Infants, and Children (WIC) Clerk/Interpreter

EMPLOYMENT CATEGORY: Grant Funded/Full-Time

STATUS: Non-Exempt

REPORTS TO: WIC Supervisor/Department Head

POSITION SUMMARY:

Barton County Health Department believes that all interactions must follow the Trauma Informed Systems of Care approach. All people, staff and clients, are to be treated with dignity and respect, regardless of their socio-economic status, race, religion, or gender affiliation. Any position hired to the BCHD will operate under these guidelines.

This full-time position requires working with Barton County Health Department's Women, Infants, and Children's (WIC) personnel, State WIC personnel, and local clients who utilize this program. It requires good mathematical skills and good interpersonal communication skills. Quality Improvement practices will be embedded in the everyday workload. This position involves organization, scheduling, laboratory testing, chart completion, and contact with mothers, infants, children, and pregnant women. This person reports to the Barton County Health Department WIC Program Supervisor.

FUNDAMENTAL JOB DUTIES:

1. Answers the telephone and assists clients with program and scheduling inquires, refers calls to other program personnel when necessary.
2. Inputs data for WIC clients into the KWIC computer system.
3. Schedules certification appointments for WIC clients in person or on the telephone.
4. Measures height, weight and hemoglobin (iron level in blood) of clients and records medical data for charting.
5. Listens to complaints and solves problems with WIC participants, vendors, and staff.
6. Reviews and maintains WIC inventory. Reviews and maintains WIC resources list for Barton County.
7. Confers with the WIC staff frequently on issues and updates from the local, federal and/or state level.
8. Communicates with KWIC help desk about the WIC Program.
9. Handles the issuance of eWIC cards and maintains inventory of these cards.
10. Performs client intakes and gathers information on family income, residence, and ID.
11. Completes no show management and class management in the KWIC system.
12. Calls clients to remind them of appointments and monitors case load reports.
13. Inventories and orders WIC supplies.
14. Provides information and referral on breastfeeding and supports this choice for pregnant and postpartum women.
15. Checks immunization status and refers for immunizations when needed.
16. Interprets for Spanish speaking clients as needed.

17. Provides support the WIC program as requested by the supervisor.
18. Translates documents from English to Spanish as needed.
19. Keeps client information confidential.
20. Enters information in electronic medical record systems, Nightingale Notes and Daisey.
21. Other duties as assigned.

EDUCATION:

High School Diploma or GED.

EXPERIENCE / SKILLS:

Requires knowledge of bookkeeping and receptionist responsibilities. Ability to read/write/speak Spanish & English. Requires typing, computer skills, mathematical ability, patience, and tolerance of people who are stressed. Must be able to learn new skills as needed and have a willingness to the Team Approach.
Must possess a valid Kansas Driver's license.

PHYSICAL REQUIREMENTS / ABILITIES:

Applicant must have a valid Kansas driver's license. This position requires sitting, standing, bending and occasionally lifting up to 30 pounds. This person needs to be able to respond to situations in a calm and effective manner. This position will also require the ability to multi-task and switch tasks quickly and effortlessly. CPR certification required.

WORKING CONDITIONS / ENVIRONMENT:

Requires working closely with clients, including infants. High noise level, frequent close visual and mental attention required. Possible exposure to Bloodborne pathogens and communicable diseases. Must be able to sit, stand, bend to file, and carry up to thirty pounds. Must be able to concentrate under stress.

Work is performed in the office environment with all types of people, some in crisis.

This work occurs in the clinic, 90% of the time is spent with clients and has occasional risk and discomfort.

These specifications should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job function. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in

these specifications.

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

I have reviewed this job description and I can perform the essential functions of this position, with or without, reasonable accommodations. I have also received or have been offered a copy of this job description.

Employee Signature _____ Date ____/____/____

Department Head Signature _____