**JOB TITLE**: WIC Clerk / Certifier

**FLSA STATUS:** Non-Exempt

**DATE:** April 2022

**REPORTS TO:** Office Coordinator

**PRIMARY PURPOSE OF JOB**

The WIC Clerk/Certifier performs clerical duties to support the administration of the WIC program, and assists in collecting and entering data needed for the certification process in the Missouri WIC Information Network System (MOWINS). This is a safety and/or security sensitive position.

**ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS**

* Prescreens applicants and obtains certification data such as demographics and income. Reviews and documents eligibility requirements for proof of income, residency and/or identity and enters them in MOWINS. Updates data and enters notes when appropriate. Refer to policy 8.1.030.
* Retrieves Department Common Number (DCN) for individual applicant.
* Refers participants to social and community service programs.
* Explains to the participant the importance of the WIC folder, keeping their scheduled appointments, and their rights and responsibilities which includes but is not limited to avoiding dual participation and fraud.
* Issues food instruments and food benefits.
* Explains the program and how to use the food instruments with policy 8.1.080.
* Schedules appointments.
* Prepares information for in-state and out-of-state transfer requests.
* Assists in the promotion and support of breastfeeding as the preferred method of feeding.
* Follows-up on no-show participants and reschedules appointments.
* Participates in outreach activities.
* Organizes files.
* Manages clinic flow and caseload.
* Completes one-on-one food instrument reconciliation, as needed by the WIC Coordinator.
* Retains and destroys records, as requested by the WIC Coordinator.
* Participates in continuing education activities.
* Appropriately records program management, client service and breastfeeding promotion hours on timesheet according to policy.
* Reviews all policies and policy updates.

*Certifier Responsibilities:*

* Assists in obtaining certification data such as; demographics, height/length, and weight measurements, hemoglobin/hematocrit values, oral assessments, initial nutrition assessments questions, and other necessary medical and/or health information to certify WIC participants.
* Assists in the promotion of breastfeeding as the preferred method of feeding.
* Informs participants of their qualifying risk factors for program eligibility and participant's rights and obligations.
* Enters certification data on the appropriate screens in MOWINS, including initial nutrition assessment questions.
* Initial nutrition assessment questions shall be completed on the day eligibility was determined.
* Follow-up nutrition assessment questions shall be completed by the CPA within 60 days for non-high risk participants or 30 days by nutritionist for high-risk participants or sooner as needed.
* Determines eligibility by assigning risk factors except Risk Factors 401, 428 and 501.
* Prescribes the standard WIC food package and standard contract formulas in accordance with the Food and Formula Reference Guide and policies 2.3.040, 2.3.050, and 2.3.030.
* Performs the change of category or certification procedure on a breastfeeding woman who is changing to a non-breastfeeding category; after the CPA has counseled the WIC participant on nutritional needs and determined appropriate food package.
* Provides all aspects of the initial education per the direction of the WIC Nutrition Coordinator. Records the nutrition education contact in MOWINS.
* Issues food instruments in accordance with State policy.
* Instruct participants on food instrument issuance/redemption procedures.
* Determines if participant is high-risk, and schedule next appointment appropriately.
* If participant is determined to be high-risk, place on a cycle of 1 and schedule next appointment with nutritionist.
* Complete the “S” (Subject) if needed and the “P” (plan) in the SOAP note screen, e.g. “Participant is scheduled to see the nutritionist next month.”
* If not high-risk, place on a bimonthly cycle and schedule the participant’s next appoint with the CPA or Nutritionist.
* Participates in community outreach efforts as assigned by the WIC program.
* Refers participants to appropriate social, health and/or nutrition services.
* Informs participants about the benefits and services of the WIC program.
* Schedules participants for group education and individual counseling.
* Participates in staff in-services and/or training sessions related to WIC policies/procedurals changes.
* Adheres to policy 8.1.030 to ensure program integrity.
* Provides support to breastfeeding mothers.
* Ability to work in a constant state of alertness and safe manner.
* Performs other duties as assigned.

# KNOWLEDGE, SKILLS, AND ABILITIES

* Demonstrate rapport building skills by establishing and maintaining effective working relations with WIC participants, WIC team members and other health and social services personnel.
* Ability to work well with people of diverse socioeconomic/cultural backgrounds.
* Skilled in obtaining accurate anthropometric measurements (anemia screening).
* Knowledge of Microsoft Office Suite including Outlook, Word, Excel and PowerPoint.
* Ability to participate in continuing education activities appropriate to position.
* Ability to type and use general office equipment.
* Ability to operate a multi-line telephone system.
* Ability to read, comprehend, and carry out instructions.
* Ability to interact and correspond professionally and accurately to inquiries and mothers.
* Ability to effectively present information to clients and coworkers.
* High attention to detail, strong organizational skills, and excellent time management skills.

**ORGANIZATIONAL CORE COMPETENCIES**

Client Focus - *Ensuring that the client perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet clients’ and own organization’s* needs.

Contributing to Team Success - Actively participating as a member of a team to move the team toward the completion of goals*.*

**JOB SPECIFIC CORE COMPETENCIES**

Client Relations - Meeting client and client family needs; taking responsibility for a client’s safety, satisfaction, and clinical outcomes; using appropriate interpersonal techniques to resolve difficult client situations and regain client confidence.

Engagement Readiness - *Demonstrating a willingness to commit to one’s work and to invest one’s time, talent, and best efforts in accomplishing organizational goals.*

Impact - *Creating a good first impression; commanding attention and respect; showing an air of confidence.*

Initiating Action - *Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.*

Managing Work (includes Time Management) - *Effectively managing one’s time and resources to ensure that work is completed efficiently.* EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

# EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

* High school diploma or equivalent is required.
* Successful completion of state required training is required within the time designated by state agency.
* Six months experience as a WIC Health Professional Assistant (HPA) is preferred.
* Two years’ experience in a community health nutrition program is preferred.
* Must possess a valid driver’s license and have a good driving record.

# PHYSICAL CONTEXT AND WORK ENVIRONMENT

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| --- | --- | --- | --- | --- |
| **Physical Requirements** | **Percentage of Work Time Spent on Activity** | | | |
|  | **0-24%** | **25-49%** | **50-74%** | **75-100%** |
| **Seeing:** Must be able to see to read documents and use computer, and greet visitors. |  |  |  | X |
| **Hearing:** Must be able to hear well enough to communicate with staff and general public. |  |  |  | X |
| **Sitting:** Must be able to sit for long periods of time. |  |  |  | X |
| **Standing/Walking:** Must be able to move about work area. | X |  |  |  |
| **Climbing/Stooping/Kneeling:** Must be able to stoop or kneel to pick up items off the floor. | X |  |  |  |
| **Lifting/Pulling/Pushing**: Must be able to lift, push, and pull up to 30 pounds, and reach overhead, with or without reasonable assistance. | X |  |  |  |
| **Grasping/Feeling:** Must be able to type, handle documents, grip objects and equipment, and use equipment and electronic devices. |  |  |  | X |
| **Motor Coordination:**  Must be able to accurately gauge lengths of time and distance and have ability to maintain focus. |  |  |  | X |

**WORKING CONDITIONS**

Normal working conditions in an office environment absent extreme factors. May travel within the local county area up to 5% of the time. Occasional after hours or weekends may be required for attendance at local community events.

*The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

Employee Signature Date