

Community Health Alliance

Job Description

WIC Supervisor

Supervisor: WIC Supervisor

Job Description: The WIC Supervisor is responsible for personalized nutrition counseling to high-risk clients within the WIC program, Pediatric Nutrition Counseling program and/or other CHA nutrition programs. Additionally, this position also serves as supervisor for WIC Eligibility Workers and/or WIC Breastfeeding Peer Counselors.

Knowledge, Skills and Abilities:

1. Knowledge of infection control methods, especially hand hygiene, standard precautions and personal protective equipment.
2. Knowledge in basic mathematics, including graphing, fractions and decimals.
3. Skill in operating personal computer, utilizing word processing, spreadsheets, databases and email.
4. Skill in operating various office equipment, such as calculator, copy machine, scanner, facsimile machine and telephone system.
5. Skill in internal and external customer relations.
6. Skill in accuracy and attention to detail.
7. Skill in using adult and infant scale, stadiometer and recumbent board to measure height and weight.
8. Ability to multi-task, prioritize and follow-up in a fast-paced work environment.
9. Ability to communicate effectively orally and in writing.
10. Ability to maintain confidentiality of information.
11. Ability to exercise good judgment in appraising situations and troubleshooting solutions.
12. Ability to work and interact effectively and positively with other staff members to build and enhance teamwork within WIC, Community Health Alliance, community organizations and other Nevada WIC programs.
13. Ability to supervise and delegate to those reporting to you.
14. Ability to communicate in a courteous and professional manner.
15. Ability to understand and empathize with the needs and situations of a multi-cultural, low income population and a desire to work with this population.
16. Ability to hear and speak well enough to converse over the phone with clients.
17. Ability to work non-traditional days and hours, as required.
18. Ability to lift up to 20 pounds on a regular basis – reasonable accommodations will be made for physical limitations on an individual basis.

Education and Experience: Bachelor's degree required, Master's degree a plus. Must be registered with the Commission on Dietetic Registration and be licensed with the State of Nevada as a Dietitian. Breastfeeding Certification highly desirable. A minimum of 2 years experience in the social service, public health or medical field highly desirable. Bilingual (Spanish/English) a plus. Previous supervisory experience preferred. Pediatric Weight Management and/or Adult Weight Management certification desired. Certified Diabetes Educator a plus.

Community Health Alliance
Responsibilities
WIC Supervisor

Role: Supervises staff and oversees daily activities of the program to ensure efficient operations at sites.

1. Directly supervises staff including hiring, orienting, on-going training, coaching, scheduling and evaluating performance.
2. Provides on-going training and education to the WIC team.
3. Actively coordinates collaboration of services between clinic sites and other inter-departmental programs or outside agencies acting as the liaison to minimize duplication of services and improve resource availability.
4. Evaluates clinic operations and suggests on-going improvements and enhancements based on the evaluative results.
5. Participates in State/Federal WIC or nutrition and breastfeeding meetings in order to stay informed about policies, procedures and program requirements. Works with staff on WIC-related State or Federal matters including: training, logs, audits and statistical reports.
6. Develops, maintains and reviews written departmental/program policies and procedures ensuring compliance with HIPPA, CHA and WIC requirements.
7. Performs regular chart audits and staff observations to ensure good customer service, appropriate nutrition education, and abidance of regulations.
8. Provides educational presentation to WIC staff on a regular basis to help increase their nutrition education knowledge and improve their counseling skills.
9. Develops or revises nutrition education lesson plans for WIC clients. Utilizing a train-the-trainer model, educates WIC Eligibility Workers on how to teach the nutrition lessons to clients in a participant centered format.
10. Evaluates formula requests, communicates with healthcare providers about medical documentation forms, and makes formula approval determination.
11. Works at least one Saturday a month to provide support to weekend staff.
12. Advises the Nutrition Program Manager of special problems and/or clinic needs.

Role: Provides nutrition and breastfeeding counseling to WIC clients and referred CHA patients.

1. Provides one-on-one personalized nutrition consultation and group classes, focusing specifically on behavioral change to improve nutrition and physical activity habits of the individual or the entire family.
2. Completes a nutrition care plan for every high-risk WIC client within 60 days of identification and schedule follow-up counseling as needed.
3. Assesses clients for medical or social needs and refers to CHA or other community organizations as appropriate.
4. Maintains accurate and comprehensive charts on clients either in the WIC MIS/paper chart or CHA's EMR.
5. Maintains close communication with CHA medical providers and serves as an integral member of the medical team, attending provider meetings to keep CHA staff informed of nutrition issues.
6. Recognizes the importance of continual learning and consistently reads best practice materials and attends applicable conferences and training in an effort to stay on the cutting edge of WIC nutrition programs.
7. Works closely with Nutrition Program Manager to create nutrition curriculum and education materials for CHA nutrition and WIC programs.

Role: Provides leadership to WIC staff and Dietetic Interns in the area of breastfeeding or preceptorship.

Option 1: Serves as Breastfeeding Coordinator, managing all aspects of breastfeeding promotion and support for WIC clinics including coordination of the breastfeeding peer counseling program.

1. Provides breastfeeding counseling and support to WIC clients with complicated breastfeeding issues, within scope of practice.
2. Establishes, maintains and ensures implementation of peer counseling program protocols and policies, including submission of reports to the State WIC program.
3. Identifies gaps in breastfeeding resources and services both within our agency and the community and works to fill those gaps as appropriate.
4. Assists in breastfeeding training of WIC staff.
5. Coordinates breast pump distribution program including breast pump issuance, education tracking and follow-up.

Option 2: Serves as WIC Preceptor for WIC Eligibility Workers and Dietetic interns, managing all aspects of the training in accordance with State WIC guidelines or Dietetic internship requirements

1. Serve as preceptor for the Nevada State WIC CPA training course. Observe WIC Eligibility Workers performing certifications and nutrition education appointments to ensure compliance with Nevada State WIC standards.
2. Assist staff in completing modules from the WIC learning management system and help them prepare for the State WIC exam.
3. Coordinate on-going education on Civil Rights, Voter Registration and other mandatory WIC training topics.
4. Serves as preceptor for nutrition and dietetic students, providing them opportunities to observe nutrition counseling sessions, develop lesson plans or work on other nutrition projects as appropriate.

**Community Health Alliance
Performance Standards
WIC Supervisor**

Professional Competence

1. Maintains Registration with the Commission on Dietetic Registration as a Registered Dietitian, including required continuing education.
2. Maintains a minimum breastfeeding certification of a Certified Lactation Educator (CLE).
3. Utilizes knowledge of State of Nevada WIC policies and procedures in performing all work duties.
4. Utilizes knowledge of CHA policy and procedures, HIPAA, OSHA and other regulatory agencies in performing all duties in the clinic.
5. Utilizes resources as needed to meet needs of the organization, reporting staff and client.

Patient Relationships/Quality of Service/Customer Service

1. Courteous, respectful and creates safe, clean environment for clients and staff.
2. Ensures confidentiality of information.
3. Sets the example of exemplary customer service for both internal and external customers.

Productivity

1. Diligently works with co-workers and reporting staff to ensure client flow is efficient and productive.
2. Utilizes good time management skills to ensure all facets of WIC Supervisor duties are completed in a timely manner.

Accuracy/Efficiency

1. Ensures WIC staff maintains and completes records, logs and reports for hemoglobin testing and scale calibration in accordance with CHA WIC and State of Nevada policy and procedures.
2. Completes and submits supply orders on a regular basis to ensure ample supply stock for all WIC sites.

Reliability

1. Dependable and punctual attendance.
2. Flexible – willing to help at WIC clinics as needed.
3. Consistently meets deadlines related to projects, regulatory requirements and Community Health Alliance/WIC policies.
4. Ensures reports are accurate and submitted on time.
5. Consciously follows through on requests and instructions in a timely manner.

Peer/Co-Worker Relationships and Teamwork

1. Works to create and maintain good relationships with supervisors, co-workers and reporting staff.
2. Fosters working together as a team: dealing with and resolving conflict in a timely, efficient and positive manner.
3. Develops and maintains good working relationships with the State of Nevada, other WIC local agencies and community partners.

**Community Health Alliance
Performance Standards
WIC Supervisor**

Contributions to Company and Community

1. Actively works to integrate clients with other Community Health Alliance and/or community programs.
2. Attends department and division meetings in order to be an informed Community Health Alliance employee.
3. Works with minimal supervision as a team member in a self-directed environment, adhering to the mission and values of Community Health Alliance.
4. Utilizes proper dress and grooming habits and always presents Community Health Alliance in a positive light.
5. Represents Community Health Alliance in a positive, professional manner effectively communicating the vision and mission of the Community Health Alliance WIC program to the community.
6. Performs other duties as assigned.

Confidentiality

1. Requires expeditious and accurate completion of duties to allow the successful completion of individual and corporate goals
2. Follow-through and follow-up with time-sensitive information for submissions, filing, and records retention
3. Maintain confidentiality of records and information in accordance with HIPPA and Community Health Alliance (CHA) corporate policy.
4. Communicate with immediate supervisor as to progress and/or issues impeding progress for successful completion of any assigned project, task and/or individual or corporate goals

Work Performance Standards Agreement

Position: WIC Supervisor

The preceding functions have been provided as examples of the type of work performed by employees assigned to this job position. Management reserves the right to add, modify, change or rescind work assignments and to make reasonable accommodations as needed.

I understand that if I have any questions regarding any part of this position that I can ask my immediate supervisor or the Human Resources Director.

I acknowledge that I have reviewed a copy of the job description and work performance standards as stated herein for the position of WIC Supervisor.

I acknowledge that I able to perform all the duties specified above.

Employee Signature _____ Date _____