



Job Description

WIC Coordinator – Immunizations Outreach Coordinator

Salary Range: 47,256 – 60,972

Location: Davenport

FLSA Status: Nonexempt

Division: Community Health

Full-Time Equivalency (FTE): 100 %

Reports To: Community Health Director

Closing: July 26, 2023

Summary:

This position is responsible for a broad range of duties related to the delivery of the Women, Infants, and Children (WIC) services as well as immunization outreach throughout Lincoln County (LCHD). The role of coordinator is responsible for assuring that the WIC program operates in compliance with state and federal standards, policies, and guidelines. The coordinator directs the delivery of the WIC program and assists with budget management, program development/operation, and limited supervisory duties. The role of Immunization Outreach is responsible for raising community awareness of the value of vaccinations and improving immunization rates. The responsibilities of this position must be performed with a considerable level of independence and often with minimal direction or supervision.

Under the direction of the Community Health Director, this position manages these programs and services while being available to support staff, and for consultation regarding administering the programs. This position must demonstrate the ability to make responsible decisions, provide open communication, lead by example, maintain and build effective teams within the staff that administer these programs, as well as with other internal and external partners.

Program Activities:

The following program activities and responsibilities may be covered under this job specification and are considered essential functions of the position:

- **Budget Management**
 - Prepares and maintains a wide variety of reports, assists with financial and budget processes, and decisions necessary for implementing grants.
 - Assists Community Health Director and Administrator with budget forecasts for WIC/immunization grants.
- **Personnel Management**
 - Assists the Division Director in hiring, supervising, training, and coordinating activities of employees involved in the WIC program.
 - Directs and assists WIC staff with professionalism, respect, and discretion.
 - Communicates in an effective manner with management and staff on a regular basis.
 - Assures staff are trained and equipped to perform their duties, providing coaching, guidance, and motivation in a manner conducive to efficient and effective work performance.
 - Applies and interprets WIC/Nutrition regulatory changes and program policies, develops new policies and procedures, and assures training of WIC staff regarding these changes.
 - Provides day-to-day administration of the WIC/Immunization programs, using state program guidelines and regulations.
- **Program Development and Coordination**
 - Directs and monitors WIC/Immunization activities for continuous improvement.

- Plans and oversees outreach activities to promote WIC nutrition services and Immunization services.
 - Monitoring of the WIC program via reports such as RD, high risk contacts and 2nd nutrition education, will be done on a monthly basis. Separation of duty reports will be completed weekly.
 - Provides subject matter expertise to inform policy, systems and environmental change, program design, and communications to decision/policy makers, providers, the public, and stakeholders about vaccine preventable disease and immunizations.
 - Ensures that health care providers, pharmacists, long-term care facility staff, infection control specialists, school officials, the public and others are educated about vaccine preventable diseases, immunizations and use of the statewide immunization registry called the Immunization Information System (IIS).
 - Identify, develop, engage, and maintain local strategic partnerships with healthcare providers, pharmacists, long-term care facility staff, infection control specialists, school officials, the public and others to use evidence-based strategies that are culturally and linguistically appropriate to increase immunization rates in children and adults in communities that are disproportionately impacted by low immunization rates.
- Technical Operation
 - Coordinates and assists with oversight of WIC clinics, the personnel working within the clinics, as well as clinic operations.
 - Understands and provides guidance related to vaccination recommendations based on CDC vaccine schedules.
- Limited Supervision
 - Monitoring performance of staff working within the program and communicating with the Community Health Director of any needed action.
- Leadership
 - Represent the LCHD in a professional manner, providing services with basic tact and courtesy.
 - Occasionally prepare and present information on the WIC and immunization programs to a wide array of audiences.
 - Participate in statewide WIC Coordinator meetings to represent the LCHD WIC program and communicate information gathered at these meetings with the Community Health Director as well as other staff.
 - Develop and maintain professional relationships with state WIC/Immunization staff.
 - Model strong leadership and promote a professional work environment.
 - Provide fair and consistent communication of WIC policies and procedures with all WIC staff.

Essential Functions of the Job

- Determines WIC program eligibility in accordance with local, state and federal regulations and procedures.
- Coordinate Health Department immunization outreach.
- Provides excellent customer service through various channels: in person, telephone, and email.
- Explains program procedures, regulation processes and timeframes to applicants and representatives.
- Provides instructions for participants who are not in compliance with program procedures and regulations and brings participants into compliance.
- Conducts interviews and accurately documents information on residency, income and family situation in a computerized participant database.
- Obtains, evaluates and documents participants measurements of stature, weight, and hemoglobin.
- Conducts ongoing quality assurance in laboratory procedures.
- Evaluates family needs for health care, financial and social assistance in order to make and document appropriate referrals.
- Acts in accordance with applicable mandatory reporting laws when child abuse and/or neglect are suspected and assists other WIC staff to ensure correct action is taken.
- Schedules and re-schedules participant appointments according to allowable time limits.
- Issues food instruments to eligible WIC participants.
- Maintains security and inventory of food instrument supplies.
- Participates in community outreach activities.
- Attends meetings, trainings and conferences as required.

This is a “summary” of the duties and responsibilities commonly found within this classification. It not meant to be all-inclusive, thus, other related activities or tasks may be assigned.

Qualifications:

- **Education**
 - **Preferred** – Bachelor’s degree in any public health, health education, social or health science, or related field.
 - **Required** - High school diploma, GED or high school equivalency.
- **Experience**
 - Two years’ experience working in the WIC program, or, similar nutritional program is preferred.

Required Certifications and Licensure:

- Valid Washington State driver’s license (or ability to obtain within 30 days).
- Ability to obtain registration as a Medical Assistant with the Washington DOH
- Current auto insurance.

Knowledge, Skills, and Abilities:

- Providing participant centered customer service.
- Eliciting information through interviews.
- Developing rapport and encouraging open communication with participants and caretakers.
- Organizing and synthesizing information to evaluate and prioritize the information appropriately.
- Communicating clearly and concisely, both orally and in writing.
- Skill in analyzing, compiling, recording, and assessing data to draw accurate conclusions.
- Applying pertinent rules and regulations required to conduct eligibility tasks.
- Time management skills.
- Work well with people of varied cultural and socioeconomic backgrounds.
- Maintain confidentiality and compliance with the Health Insurance Portability and Accountability Act (HIPAA).
- Knowledge of WIC principles and practices.
- Ability to exercise initiative, tact, discretion, and judgement in carrying out responsibilities.
- Skill in communicating effectively within a sometimes-stressful environment.
- Ability to provide technical expertise and support to staff through coaching, mentoring, and training.
- Ability to establish and maintain effective working relationships with a diverse population of clients, community-based agencies, and departmental personnel.
- Ability to interpret and apply federal, state, and local laws and regulations.
- Ability to communicate effectively both orally and in writing with tact, diplomacy, and sensitivity.
- Ability to work independently with minimal supervision.
- Computer literacy. To perform this job successfully, an individual should have knowledge of Microsoft Products such as Word, Excel, Outlook, PowerPoint, Publisher, and Access. In addition, an individual must have the ability to learn software used at the Health Department.

Work Environment and Physical Demands:

- Indoors, sedentary up to 8 hours/day sitting or standing.
- Outdoors, up to 4 hours/day walking, standing, or driving.
- Up to 8 hours/day keyboarding or typing at a computer terminal.
- Ability to drive in various climates (rain, snow, wind, sun, mud, varied air quality levels, extreme temperatures heat/cold, etc.).
- Ability to navigate sites (uneven ground, climbing up/down stairs, etc.) on an occasional basis.
- Communication skills to interact effectively with people.
- Comprehend and process verbal communication.
- Ability to maintain composure in stressful situations.
- Visual acuity to read and write.

- Ability to discern colors, odors and sounds.
- Ability to bend, twist, stoop on a regular basis.
- Ability to lift, push, pull, or carry up to 40 pounds on a regular basis.
- Ability to type, file, and complete forms.

Work Schedule:

This position is nonexempt and is overtime eligible based on the provisions listed in the Fair Labor Standards Act (FLSA). The regular workweek is 40 hours, Monday through Friday 8:00 – 4:30pm.

Travel:

- Travel, primarily within the jurisdiction of LCHD and within the state, is required to attend meetings, attend conferences, and seminars.
- A LCHD vehicle will be provided for use. However, as a condition of employment, employees may be required to utilize their private vehicles in the performance of their duties but will be reimbursed for mileage.

Emergencies:

When public health responds to an emergency you may be assigned duties that are outside your regular job description. This may involve responding at any time, including nights and weekends, with possible deployment to locations other than the department.

Necessary Special Requirements:

- The selected candidate will be required to successfully pass a background check.
- Ability to obtain or provide documentation of required immunizations.
- Employees are required to adhere to OSHA/WISHA guidelines including but not limited to completing their mandatory trainings on time.
- Upon hire the selected candidate must obtain the appropriate certifications and credentials within the specified time frame.

Application Process:

Candidates who wish to be considered for this position must complete the application at www.co.lincoln.wa.us/public-health/employment/ and include the below items:

- Cover letter
- Resume
- Complete application form
- Any relevant supporting documents

For more information about the application process or the position please contact Jolene Erickson, Community Health Director at jerickson@co.lincoln.wa.us or 509-215-1025.

Application materials can be emailed to: jerickson@co.lincoln.wa.us

Or mailed to: Jolene Erickson
Lincoln County Health Department
90 Nicholls
Davenport, WA 99122