

NORTHAMPTON COUNTY HEALTH DEPARTMENT
NOTIFICATION OF VACANCY

Department: Northampton County Health Department
Position Title: Breastfeeding Peer Counselor-Processing Assistant IV - WIC
Position Grade: 59
Normal Hiring Range: \$29,250.00 - Negotiable
Posting Date: 12/29/2023
Contact: Cheryl Warren
Deadline for Applying: until filled

See attached for detailed job description.

Mail State PD-107 applications to: Northampton County Health Department
Att: Cheryl Warren
P.O. Box 635
Jackson, NC 27845

MUST SUBMIT STATE APPLICATION PD-107

**Northampton County is an Equal Opportunity Employer and Hires Only U.S. Citizens and Lawfully Admitted Aliens.
Northampton County is a Drug-Free Workplace. All Candidates Will Be Subject to Background Checks/Drug Testing
as A Condition of Employment**

Processing Assistant IV/Breastfeeding Peer Counselor

Section I: General Information

A. The primary purpose of this unit is administration of the Northampton County WIC program, which is a program designed to provide nutrition education and healthy foods and breastfeeding support for its participants. The State of North Carolina has assigned Northampton County a caseload of 506 participants. Active caseload maintenance of 97% of said number must be maintained to continue funding at same level.

B. Primary Purpose of Position

The primary purpose of this position is to provide a variety of support functions to ensure efficient delivery of services to applicants and participants of the Women, Infants and Children (WIC) Program. This position will determine eligibility for the WIC Program through assessment of income, residency and identification, and is responsible for issuing food benefits in compliance with WIC program guidelines. The Processing Assistant will perform other related duties as requested by the WIC Director. This position will assist with Vendor duties, including performing on-site monitoring of local vendors, to ensure maintenance of minimum inventory and quality client services, and assisting in annual WIC Vendor trainings.

The Breastfeeding Peer Counselor will provide enrollment into the Peer Counselor Program, breastfeeding information, encouragement and support both during and after pregnancy. This mother-to mother support is an essential component to ensure the success of a breastfeeding promotion and support program. Local agencies utilizing WIC Program funds, in whole or in part, to operate a BFPC Program must adhere to Federal and State Policies and procedures for the management of the program. The Peer Counselor must adhere to guidelines for proper and prompt documentation of services rendered, and plan of care provided to participants.

Public Health is a first responder agency for natural disasters (e.g., hurricanes, tornadoes, floods, winter storms), naturally occurring infectious disease outbreaks (e.g., influenza, SARS), technological hazards (hazardous materials releases, critical infrastructure disruptions), and terrorist incidents. This position, like all other positions within the department may be required to participate in any emergency response activities as deemed necessary by the Health Director or designee. Availability during emergencies and exercises is required.

C. Work Schedule

This a full-time position with usual working hours of 8:30 a.m. to 5:00 p.m. Monday through Friday. However, time is divided between the Processing Assist and Peer Counselor duties, With a maximum of up to twenty (20) hours weekly as peer counselor.

D. Supervision

This position is supervised by the WIC Director in accordance with WIC policies and procedures established in compliance with state and federal regulations.

E. Change in Responsibilities or Organizational Relationship

New Position

- F. This position requires flexibility due to continuous changes in federal and state guidelines and processing system (Crossroads) for WIC. Implementation of changes call for immediate action. State guidelines requires flexibility in scheduling and providing services to our participants.

Section II: Duties and Responsibilities

A. Public Contact

As a Processing Assistant, this position is the initial contact person for WIC participants and applicants, in addition to public contact with vendors, other WIC agencies, health departments and private provider offices. Assists nutritionists with performing anthropometrics and hemoglobin's of WIC participants. Demonstrate tact and reasoning to deal with clients in difficult situations. The ability to communicate effectively both orally and in writing to a diverse population is essential. Provide nutrition education to low risk WIC participants with min-lessons as designated quarterly by the WIC Nutritionist.

As a Breastfeeding Peer Counselor, this position enrolls/receives Peer Counselor Letter of Agreement for the enrollment of participants prenatal and/or postpartum.

Provides basic nutrition education to WIC participants enrolled in the Peer Counselor Program via telephone, text messaging, in person at WIC clinic, or cell phone.

Works with the guidance of the Breastfeeding Peer Counselor Manager to grow the Peer Counselor Program.

Evaluates and identifies breastfeeding issues that are beyond the peer counselor's scope of practice and refers appropriately.

Makes required contacts and documents appropriately in Crossroads.

Appropriately issue breast pumps/supplies and document issuance/retrieval according to policies/procedures, in addition to scan required documents.

Provide home visit to breastfeeding participants who need assistance, but do not have the ability to be present at the agency.

B. Records and Reports

This position is responsible for ensuring that for each new applicant there is an initial state search and if needed an electronic record initiated.

When issuing WIC benefit cards, this position is responsible for maintaining and collecting signatures on signature pad.

Responsible for entering data into Crossroads system when certifying or subsequent certification. Also, documentation of low-risk nutrition education.

Assemble and maintain e-WIC card inventory/issuance. e-WIC cards are kept in a locked file by numerical order. Cards are transported to each satellite site in a locked metal box.

C. Files

A file of necessary forms, nutrition education materials, income eligibility guidelines, voter forms must be maintained.

Breastfeeding Letter of Agreement, file containing completed agreements, Release of Liability Forms for pump issuance and Pump Return Receipts.

D. Composition

Utilize abilities to organize Vendor information received from state WIC office and assist in providing the annual vendor training.

E. Office Equipment Operation

Equipment used is an HP Desktop Computer, HP laptop, calculator, fax, telephone, copier and TV Calculator is used on an ongoing basis to compute income eligibility for participation in the WIC program.

- a. Copier is used daily for duplication of forms, letters, transfer of records etc, regarding WIC.
- b. Telephone is used daily as contact person in this agency for the WIC program. Receipt of calls from other agencies, doctor's offices, applicants and participants. Vendors also call with questions and problems that need addressing.
- c. Paper cutter, TV are used on occasions when necessary to complete needed tasks.

This position complies with the State WIC Program Manual and the Data System (Crossroads) as regards the clerical duties of the WIC program. All policies and procedural guidelines for administration of said program operate with these guidelines.

WIC is accessed on-line thru the Crossroad system. This enables this position to retrieve information for transferring WIC information for client transferring within the state. In addition adjunct eligibility may be verified using the Crossroads system. Keying of certification and recertification, and medical exam information is entered locally. A knowledge of computer operation and the system are vital in performance of this job.

F. Mail

Mail is retrieved from designated mail boxes by WIC Processing Assistant. Mail is then screened and processed and distributed to the appropriate WIC staff.

G. Responsibilities

Day to day function of duties are minimally supervised, as this position works within specified state and federal regulations to govern activities. In addition, due to the area housing the WIC office there is constant interaction and sharing of client needs. Periodically supervisor meets with processing assistant to ensure that duties are being performed and designate appropriate low risk nutrition to issue. Supervision of personnel matters such as leave, time and pay are supervised on daily basis. Supervisor conducts Annual Performance Appraisal.

Enrollment of prenatal/postpartum clients for breastfeeding education/support. Determination of needed pump type needed for issuance and providing appropriate flange size/s. Issuance and receipt of breast pumps. Cleaning and return to physical and Crossroads inventory of the same. Documentation of required information upon completion of client interactions.

Utilization of training and knowledge of rules and regulations are essential to perform duties of this position. Discretion and tact are needed to handle various situations. Ability to make decisions independently is also needed to determine if WIC benefits are to be deposited due to a hardship, etc, scheduling additional clinics, how many clients to schedule on a given day taking into consideration what is to be done with each and maintenance office flow.

H. Resource and Guideline Availability

The North Carolina State WIC Manual is the main resource referenced to carry out work assignments. The numerous numbered and unnumbered memos from the state and regional office also determine courses of action for this position to initiate. Must read, interpret and implement plan to successfully reach goal requested. Thorough knowledge of program, automated system and local agency policies essential.

I. Other

This position is one of high stress and pressure because of the rules, regulations, policies and procedures that must be adhered to. However, they are constantly changing. Therefore, the ability to be flexible and quickly make adjustments is required. The ability to read and interpret guidelines and procedures is a must, especially to ensure that processing standards of 10 days to any pregnant woman or infant that applies to 20 days for any child ages 1-5 who applies to be processed and found eligible or ineligible. Major changes are experienced throughout the year; income guidelines and case load reallocation, etc.

Performance of duties at satellite clinics where space is limited, and large volumes of people come for services can be hectic. Inadequate space and noisy and abusive client can make for a stressful stressful environment. Persuasion and tact are needed when dealing with clients who may be upset not only with you, but often with other clients. Ability to reason with participants is necessary. In working within program guidelines, a situation may arise when WIC cannot help a person who may very well need help; however, they do not meet the required criteria for WIC to assist them. This type of situation is stressful.

Issuance of benefits, scheduling monthly appointments, answering calls in reference to qualifications for WIC; sending missed appointment notifications and rescheduling appointments are repetitive and high volume.

Maintain proficiency in administering hemoglobins.

In the absence of a nurse or lab coverage at both satellites and main site, the Processing Assistant will as needed assist the nutritionist in obtaining hemoglobin's and anthropometrics for WIC assessments.

Performs other duties as assigned by supervisor or any other reasonable and proper duties from an authorized supervisor.

Monthly outreach efforts are made by accessing the new Medicaid certification list from Health Check and send info on WIC program to all ages 0-5 not currently in Northampton County WIC program.

Section III: Percentage of Time by Functional Area

<u>Functional Area</u>	<u>Percentage Based On All Functions</u>
Public Contact	40%
Breastfeeding Peer	30%
Records and Reports	10%
Composition	5%
Office Equip Operation	10%
Mail	4%
Other	1%
Supervision	0

Section IV: Lead Worker Responsibilities

None

Section V: Qualifications Required

Knowledge, Skills and Abilities required:

- a. General knowledge of office practice and procedures, and/or to learn specialized office equipment and programs.
- b. Ability to read and interpret WIC policies and procedures.
- c. Ability to use correct spelling and punctuation.
- d. Ability to perform basic math calculation and apply those calculation in determining WIC eligibility.
- e. Understanding to screen communications based on predetermined guidelines to independently respond or route inquiries.
- f. Ability to interact with the public, verbally and written in addition to provide exceptional customer service to clientele.
- g. Ability to promote and encourage breastfeeding

Minimum Education and Experience

High school graduate and demonstrated passion of knowledge, skills and abilities gained through at least one year of office assistant/secretarial experience.

A Breastfeeding Peer Counselor is a mother who has personal experience with breastfeeding, having breastfed at least one child a minimum of six weeks, is able to portray breastfeeding in a positive manner and who is willing to complete all required certifications and continued trainings as required by Community Nutrition Services Section (CNSS) WIC branch.

Valid NC Driver's License.