

JEFFERSON COUNTY GENERAL HEALTH DISTRICT

An Equal Opportunity Employer

POSITION DESCRIPTION

Employee:		Division:	WIC
Position:	Peer Helper	Reports to:	WIC
Director			
Civil Service Status:	Classified	Employment Status:	Part Time
FLSA Status:	Non-Exempt	EEO Category:	2

QUALIFICATIONS:

Completion of secondary education (high school or GED). Six (6) months of clerical experience or equivalent preferred. Must have breastfed at least one baby exclusively for six (6) months with no formula supplementation (does not have to be currently breastfeeding). Present or former WIC participation preferred. Is enthusiastic about breastfeeding, and wants to help other mothers enjoy a positive experience. Ability to use a cell phone and is willing to make phone calls and texts to participants from work; Ability to create content and post to Program social media accounts. Must have reliable transportation.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess a valid State of Ohio driver's license and remain insurable.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: Health District policies and procedures*; WIC Program eligibility guidelines*; community resources and services*; office practices and procedures; English grammar and spelling; demonstrated knowledge of breastfeeding counseling and management through personal experience, additional training and/or experience in lactation.

Skill in: data entry; word processing; computer operation; cell phone and mobile technology; social media content creation and management; use of modern office equipment; use and operation of breast pumps.

Ability to: carry out instructions in written, oral, or picture form; deal effectively with problems involving a limited number of variables within familiar situations; add, subtract, multiply and divide whole numbers accurately; prepare accurate documentation and maintain records in accordance with established procedures;

communicate effectively both verbally and in writing; manage time appropriately and prioritize assigned responsibilities; establish and maintain effective working relationships with coworkers, clients, and community partners; participate in all required peer counselor training programs, including formal training sessions, observation of other peer counselors or lactation consultants assisting mothers, and reading assigned books and educational materials related to breastfeeding; attend additional breast feeding-related training conferences, workshops and educational opportunities as appropriate; exert up to 50 pounds of force occasionally (up to one-third of the time), and/or a negligible amount of force frequently (from one-third to two-thirds of the time) to lift, carry, push, pull, or otherwise move objects.

ESSENTIAL FUNCTIONS OF THE POSTION: For purposes of 42 USC 12101

1. Performs a variety of clerical and program support duties to assist with the efficient operation of the program including receiving and responding to inquiries; scheduling appointments; explaining program rules, regulations, and procedures, educating participants on the use of the WIC Nutrition Card and WICHealth.org nutrition education platform, assisting participants with completion of required nutrition education when needed or providing appropriate paper-based nutrition education modules; issuing benefits onto the WNC; preparing forms, envelopes, and other program documentation, copying client information, entering and maintaining data in computer systems; inventorying and maintaining program supplies; transferring clients into or out of the system; answering and directing telephone calls; running data reports; and performing other related clerical duties as assigned.
2. Attends required breastfeeding training classes in lactation management.
3. Counsels WIC pregnant and breastfeeding mothers by telephone or in office. May complete hospital visits if need is determined by WIC director.
4. Maintains an assigned caseload of WIC clients and makes routine, periodic contacts with all clients assigned.
5. Provides information, support and assistance to WIC participants in managing common maternal and infant breastfeeding concerns and challenges, including hands on assistance with breastfeeding techniques, infant latch, breast pump use, and milk supply concerns. With the participant's informed consent and in accordance with program policies and training, may visually assess and/or provide appropriate hands-on assistance involving the participant's breast and breast milk to support breastfeeding and lactation management.
6. Receives referrals from WIC clinic staff for follow-up with new mothers.

7. Availability outside of regular working hours, as needed, to new mothers who are having breastfeeding problems.
8. Maintains strict confidentiality of all participant information.
9. Maintains accurate records of all contacts with WIC clients. Refers mothers according to clinic-established protocols to the:
 - WIC Nutritionist
 - Lactation consultant
 - The mother's physician or nurse
 - Public health programs within the community
 - Social service agencies
10. Provides prenatal education and leads breastfeeding support groups.
11. Mentors new peer counselors through ongoing guidance, accepting referrals of mothers requiring follow-up care, and reporting program information to supervisors.
12. Attends monthly staff meetings, breastfeeding staff meetings and breastfeeding-related conferences/workshops as appropriate.
13. Reads assigned books and material on breastfeeding provided by the supervisor.
14. May assist WIC staff in promoting breastfeeding peer counseling through special projects and duties as assigned.
15. Assists with staff trainings, participant classes, community outreach and bulletin boards. Outreach events may require altered working hours and locations (i.e. Evenings and Weekends; outdoor fairs, festivals, rallies, etc.)
16. Demonstrates regular, predictable, and punctual attendance.
17. Demonstrates how to properly assemble, use, disassemble and troubleshoot breast pumps currently offered to participants of Jefferson County WIC.
18. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions
19. Cleans clinic, scales, laboratory equipment, etc.
20. Functions as part of the breastfeeding support team.
21. Maintains professional attire and mannerisms.
22. Develops and maintains various bulletin boards throughout clinic.

OTHER DUTIES AND RESPONSIBILITIES:

1. Performs any and all other related duties as assigned or directed to support and promote the effective and efficient operation of the Jefferson County General Health District.

Trainings and Meetings (may require overnight accommodations):

1. Peer Onboarding, WIC Breastfeeding Training, customer service training, conflict of interest, civil rights, VENA training, WIC system security training and other trainings and office hours as offered or recommended by Local or State WIC agency.
2. Certified lactation counselor (CLC) or certified lactation specialist (CLS) training and certification in accordance with current State WIC guidelines and offerings.
3. Must complete six (6) hours of continuing education annually.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.

Computer, printer, telephone, copy machine, fax machine, and other standard business office equipment; scales, stadiometers and other such devices; breast pumps and related supplies

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING
WORKING CONDITIONS**

The employee may be exposed to, required to handle, use, or work in the vicinity of chemicals and substances commonly found in an office and clinical environment, including printer toner and correction fluid, as well as individuals who may be upset, distressed, or emotionally agitated.

Note: In accordance with the U.S. Department of Labor physical demands and strength ratings, this position is classified as sedentary work.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Signature

Date