



Community Action Committee of Pike County

WIC CLERICAL ASSISTANT

Position Overview: Valley View Health Center – Women, Infants and Children (WIC) Division of the Organization

Qualifications:

- High School Diploma or equivalent.
- One (1) year experience in a medical/clinic setting with responsibilities focused on physical assessments and Hematocrit/hemoglobin testing.

Preference:

- One (1) year current WIC experience preferred.

Requirements:

- 6 months experience/training in a clerical and computer.
- 8,750 keystrokes (25 wpm) per a three-minute timed writing with a maximum of 2 errors.
- Current valid driver's license/proof of automobile insurance
- Insurable under agency policy
- Reliable transportation
- Annual blood borne pathogen training.
- Must submit to and pass BCI background check and drug and alcohol screen.
- Must be self-motivated.
- Ability to do multiple tasks at one given time.
- Ability to handle confidential information in a professional manner.

Deadline: Until Filled

Please complete our application and mail with resume and cover letter to 941 Market Street, Box 799, Piketon, Ohio 45661. Applications are available at www.pikecac.org and at our office in Piketon.

The Community Action Committee of Pike County creates opportunities for individuals and families to reach their highest level of independence and self-sufficiency.

The Community Action Committee of Pike County is an Equal Opportunity Employer/Equal Provider of Services.

Job Title: WIC Clerical Assistant
Job Level: 6
Supervisor: WIC Director

Department: Family Health Center-WIC
Hours: 30 hours per week
FLSA: Non-Exempt

Human Resource Director's Signature: _____ Date: _____

Employee Signature: _____ Date: _____

Employee Printed Name: _____

August 2018

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- Must be self-motivated.
- Ability to do multiple tasks at one given time.
- Ability to handle confidential information in a professional manner.
- Ability to communicate with the general public in friendly, courteous, and pleasant manner.
- Work well with minimal supervision.
- Remain calm in times of crisis.
- Appropriate office dress

Essential Job Functions:

- Cross-train to perform certain WIC duties.
- Performs duties in accordance with established clinic policies and procedures, objectives, quality improvement activities, safety, environmental and infection control standards.
- Greet visitors/clients in a courteous and professional manner
- Answer the telephone in a courteous and professional manner, routing calls to the appropriate WIC staff and taking messages.
- Familiar with insurance, Medicaid, Medicare, Disability Assistance and other third party payment sources and learn to process by computer when necessary.
- Assist with typing, filing, faxing and duplicating when needed.
- Ensure that patient flow occurs in an efficient and orderly manner.
- Accurately operate and enter data into computer system.
- Adhere to all agency safety policies and procedures.
- Attend meetings, conferences and training sessions related to the duties of this position and disseminate acquired information to appropriate individuals inside and outside of the agency.
- Perform all components of WIC certification process with exception of the duties performed by the WIC Health Professional.
- Perform finger sticks for hemoglobin for WIC clients.

Physical, Mental and Visual Abilities Required:

- While performing the duties of this job, the employee is regularly to sit; use hand to finger, handle or feel objects, tools or controls; reach with hands and arms; and talk and hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch or crawl.
- The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.
- Work requires the ability to exchange information on factual matters, communicate in a variety of manners with patients and staff, and explain policies of the centers.
- Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

WIC Certification Duties:

- Perform necessary physical assessments for WIC certifications (height, weight, head circumference, hemoglobin)
- Interview clients at certification for health data.
- Chart data gathered from measurements and interview onto WIC forms and enter data into WIC certification system as appropriate.
- Follow Ohio Department of Health rules and regulations in performing physical assessments and blood work.
- Monitor infant's and children's immunizations at each certification and make appropriate referrals.
- Interview clients to determine financial eligibility for WIC services and ensure proper forms are included for certification procedures.
- Documentation of client's financial and categorical eligibility on appropriate forms and necessary data entered into certification system.

Scheduling Duties

- Scheduling clients according to WIC policy either by phone or walk-ins.
- Adjusting WIC schedule as needed when a WIC Health Professional is absent.

Registration Duties:

- Enter patient information in the computer, including but not limited to, setting up new patient accounts and updating existing patient's database
- Obtain copies of same and place into patient's WIC chart
- Determine if patient may be eligible for Head Start, Help Me Grow, or for any other assistance and make referrals as necessary.
- Assist client with completion of paperwork as needed.
- Responsible for verification of Medicare, Medicaid, and commercial insurances through appropriate websites prior to patient being seen by WIC Health Professional.

Record Keeping Duties:

- Responsible for preserving confidentiality of clients' records.
- Filing or scanning WIC forms or records into charts as assigned.

Accountabilities:

- Accountable to the assigned supervisor for the high standards of accuracy, attention to detail, and timely completion of work.
- Work hours as assigned by supervisor.
- Expectations include: a pleasant demeanor, a positive attitude, a willing spirit and team commitment. Must behave and act in ways between and among co-workers that is conducive to team work, cooperation and an overall effort to ensure a pleasant and positive work atmosphere. Must maintain a courteous, professional demeanor with patients and maintain a positive reflection of CAC and the Family Health Centers.
- Is aware that social networking sites are banned during work time unless they are program specific.

Non-Essential Job Functions:

- Committee assignments (Holiday, Safety, etc.)
- Responsible, along with other staff, for keeping the health center, office areas, kitchen and supply areas clean and orderly.
- Assist with other duties as defined by assigned supervisor when other work is necessary to fulfill the obligations of the Family Health Centers and/or CAC.

Other Skills/Abilities/Documentation

- Maintain knowledge of Community Action Programs

This job description is not intended to be all-inclusive. Employee may perform other related duties as required to meet the ongoing needs of the organization.