

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Health Program Assistant</u>
Sch & Grade	<u>PAT-3</u>
Class Code	<u>FE59</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

To initiate WIC certifications by implementing the State approved criteria and procedures to assess and document applicants' eligibility for the WIC program, and assure that WIC participants receive accurate and complete assessment as part of the certification process.

SUPERVISION:

Under the direct supervision of the Office Administrator and/or Program Coordinator.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Obtains demographic, health, behavior and income information for WIC screening and eligibility.
2. Obtains height, weight and head circumference measurements, hemoglobin values, oral inspections, and other necessary medical information to begin WIC certification process.
3. Answers the phone, makes appointment reminder and no show follow-up calls.
4. Explains program details to participants.
5. Updates status change for participants in database.
6. Advises participants on the importance of the WIC program and healthcare.
7. Issues WIC benefits in accordance with State policy.
8. Schedules participant appointments according to guidelines.
9. Refers participants to healthcare and community resources as needed.
10. Travels to satellite clinics to perform WIC program services on a rotating basis.
11. Other duties as assigned.

IMPORTANT FUNCTIONS:

1. Participates in professional development training as required
2. Enters data into State database.
2. Participates in community outreach efforts.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Knowledge of modern office practices, including computer applications; standard English usage; basic math calculations.

Abilities

Ability to accurately obtain measurements; perform finger sticks; ability to effectively use a computer and navigate the internet, accurately record medical data and document services in the participant’s file; demonstrate skills in planning and organizing work assignments; provide excellent customer service; establish and maintain effective working relations with participants, staff members and other health and social service personnel; efficiently and accurately prepare and maintain records, reports, etc. requiring attention to detail; communicate effectively both verbally and in writing; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

At least one year of experience in general office work; experience with an emphasis on contact with the public desirable. Experience in a health-related program is preferred.

Physical Requirements

Performs bending, sorting, kneeling, and reaching to both ground level and overhead as required for task such as retrieving files; lifts, carries, pushes, and pulls up to 30 pounds; holds and grips objects; may be subject to sitting for long periods of time; operates a computer keyboard and mouse.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

Assignment requires incumbent to possess a valid Missouri Motor Vehicle Operator's License and must provide own vehicle for on the job transportation purposes.

Miscellaneous Requirements

Must be able to pass criminal background check and credit check. Must be able to work evenings on a rotating basis.

Last Revision:	February 13, 2012	GENERAL ORDINANCE NO. 5692
Comments:	Updated Abilities	Date: June 2007

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____