CITY OF JOPLIN MISSOURI

Job Description

Job Title:	Breastfeeding Peer Counselor Coordinator	Classification:	Classified
Department:	Health	Grade:	130
Occupational Group:	Public Health	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; serves as a breastfeeding paraprofessional giving breastfeeding information, support, and encouragement to pregnant and breastfeeding mothers. Serves as the designated breastfeeding expert and as a role model for breastfeeding women. Coordinates the peer counseling staffing needs.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Counsels pregnant women and breastfeeding mothers by telephone and in the Women, Infants, and Children's (WIC) office at scheduled intervals determined by the local agency.
2. Assists new mothers experiencing breastfeeding problems who need assistance outside of normal office hours. Provides after hours assistance via agency cell phone and monitors online correspondence.
3. Leads and maintains a breastfeeding support group.
4. Issues manual or electric breast pumps as needed and within guidelines. Processes returned pumps, completes and scans paperwork and enters information into the Missouri WIC Information Systems (MOWINS) database.
5. Maintains and monitors breast pumps issued, issues letters to participants to return breast pumps, removes pumps from inventory when lost, stolen or broken, and reports to Police for investigation within local agency and State policy guidelines.
6. Provides expertise and support in breastfeeding counseling and management through personal experience and professional training, as the designated breastfeeding expert.
7. Maintains accurate records of contacts made with WIC participants using MOWINS database. Collects and reviews documentation of records and data from Peer Counselors for mandated reporting.
8. May teach prenatal and breastfeeding classes with approved lesson plans.
9. Completes monthly Peer Counselor Activity Report; submits the report quarterly to the WIC State Office.
10. Provides ongoing support, guidance and overflow support to peer counselor staff. Monitors the peer counselor's work for accuracy and compliance with curriculum and policy.
11. Maintains the confidentiality of participants, files, records, and reports as required by law, City policy, and procedures.

Other Duties

- Contributes effectively to the Health Department, communicates effectively with co-workers, both within Health as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

- Approves or provides lesson plans for Peer Counselors to ensure educational materials presented by Peer Counselors is current, appropriate, and within their scope of work.
- Assists in the development of goals and objectives for the local agency's Peer Counselor program.
- Implements policies and procedures designed by the State agency for Breastfeeding Peer Counselor program.
- Participates in the recruitment, interviewing, orientation, and training for Peer Counselors to ensure services are provided in compliance with the local and State agencies curriculum, policies, and procedures.
- Attends and participates effectively at departmental staff meetings.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Breastfeeding techniques and practices; communicating positive rewards of breastfeeding for the mother and infant; effective remedies to breastfeeding barriers; maintaining accurate records in an electronic format; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with medical professionals, WIC and other health program participants, and the public; working with administrative computer systems for the State and the City; providing positive communication regarding breastfeeding; utilizing varied communication strategies to effectively relate and communicate with participants in varied socioeconomic, cultural and language backgrounds; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: Two years of Peer Counselor work experience is required. Must have personal experience with breastfeeding.

Licenses and Certifications: Possess and maintain a valid state issued driver's license; International Board Certified Lactation Consultant (IBCLC) or other State-approved advanced training in lactation management. Preference is given to candidates with one of the following credentials: Registered Dietician (RD), Licensed Dietitian (LD), or Registered Nurse (RN).

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Completion of State and local agency training for Breastfeeding Peer Counselors required, in addition to informal training sessions, observing other Peer Counselors or lactation consultants, and approved conferences or seminars.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	