Job Description

Job Title:	WIC Services Coordinator	Classification:	Classified
Department:	Health	Grade:	310
Occupational Group:	Public Health	FLSA:	Exempt
Status:	Full-Time	Supervisory:	Yes

Primary Purpose

Under limited supervision; plans, manages, directs, and evaluates the Women, Infants, and Children (WIC) program administered by the City.

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. Assigns, coordinates, reviews, and evaluates the work of subordinate staff involved in determining eligibility and delivering timely program benefits and services to women, infants, and children qualified to receive supplemental food under WIC program guidelines.
2. Ensures appropriate local agency policies and procedures are established and enforced in compliance with Federal and State policies and procedures.
3. Serves as liaison between local agency and state agency staff.
4. Develops a program plan and evaluation method in coordination with the local WIC Nutrition Coordinator. Establishes a master calendar for appointment scheduling at main and satellite clinic sites. Evaluates clinic workflow; makes adjustments to clinic and staff work schedules.
5. Develops and revises policies and procedures regarding the certification/recertification of clients and issuance of benefits; facilitates the efficient, effective implementation of WIC program services.
6. Prepares reports of WIC program activities for City, State, and Federal officials. Ensures and monitors proper use of MOWINS database.
7. Assures response to requests by the Department within time frames which include Local Agency Plan, Self-Monitoring, and corrective action plans to assure program compliance.
8. Prepares and presents budget requests for City, State, and Federal funding including projecting client load and staffing, equipment, and supplies needed to serve efficiently and effectively.
9. Ensures and monitors fiscal accountability. Ensures appropriate use of WIC funds for appropriate activities and expenditures are within authorized budget limits. Ensures timely and accurate submission of reimbursement requests for grants and contracts.
10. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.
11. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.
12. Participates in hiring and promotional processes by providing critical input to the Department Director and Human Resources regarding hiring and promotional opportunities. Cooperates and coordinates with the City Human Resources Department to comply with rules and regulations related to recruitment, hiring, and promotional processes.
13. Develops and manages the division's annual budget and serves as the subject matter expert for divisional budget requests included in the departmental budget. Reviews and recommends budget

expenditures for non-personnel costs, to the Department Director to ensure spending is minimized and services are maximized throughout the fiscal year, in compliance with the City's purchasing policies and procedures, and are authorized in the budget.

Other Duties

- Provides technical and overflow support to WIC operations as needed.
- Participates in community health related programs.
- Provides input to State agencies regarding overall WIC program operations; makes suggestions for statewide improvements.
- Ensures program integrity.
- Attends and participates effectively at departmental staff meetings
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: General management principles and practices including budgeting, policy/procedure development, and employee training and supervision; nutritional needs and deficiencies of women, infants, and children including those of pregnant women and nursing mothers; procedures and techniques for developing and implementing lesson plans for adult education programs; theory and principles of nutrition and diet; WIC program guidelines, policies, and procedures including certification/recertification and eligibility; health and social service organizations available to assist clients in Joplin and the surrounding area; State and Federal WIC recordkeeping and reporting requirements; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with community organizations, City, State, and Federal officials, WIC program clients, and the public; organizing, coordinating, and evaluating work of subordinate staff; developing and implementing adult educational programs, seminars, and workshops; understanding and interpreting complex rules, regulations, policies, procedures and guidelines; maintaining records and preparing reports; Microsoft Office Suite.

Education: Graduation from an accredited college or university with a Bachelor's degree in Dietetics, Public Health Nutrition, Human Nutrition, Nutritional Science, Nutrition and Fitness, Sports Nutrition, Restaurant and Food Service Management, Foods, Family and Consumer Science, Human Environmental Science, Home Economics or related discipline; including or supplemented by at least fifteen (15) semester hours in foods and nutrition from a four-year program including at least one course in diet therapy or medical nutrition therapy I & II and one course in community nutrition or nutrition in the life cycle/life cycle nutrition; **or**

Completion of an undergraduate curriculum accredited or approved by The Academy of Nutrition and Dietetics – Accreditation Council for Education in Nutrition and Dietetics (ACEND) resulting in a verification statement from a Didactic Program in Nutrition and Dietetics; **or**

Completion of a dietetic internship program accredited or approved by The Academy of Nutrition and Dietetics – Accreditation Council for Education in Nutrition and Dietetics (ACEND) resulting in a verification statement from an Internship Program in Nutrition and Dietetics; **or**
Registered Dietitian (RD), Licensed Dietitian (LD) in the state of Missouri (registration or current eligibility for registration by the Commission on Dietetic Registration (CDR)) is required. A Master's degree in a related discipline is preferred.

Experience: Two years of related experience in one or more of the following areas, at least one of which is in a supervisory or administrative capacity: professional or technical experience in public health, counseling, community organization, research and data collection, public, business or health care administration, interviewing, or closely related fields. Experience in WIC programs is preferred.

Licenses and Certifications: Possess and maintain a valid state issued driver's license. Registered Dietitian (RD), Licensed Dietitian (LD) in the state of Missouri (registration or current eligibility for registration by the Commission on Dietetic Registration (CDR)) is preferred.

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, in a classroom setting 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 to high 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.

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