

## NUTRITION PROGRAM ASSISTANT I

DISTINGUISHING FEATURES OF THE CLASS: This work involves a variety of clerical work and public contact exposure in assisting with the delivery of nutrition education and supplemental food packages to women, infants, and children of lower income who are at nutrition or health-related risk. An incumbent participates in the evaluation of clientele for eligibility and distribution of benefits to qualified clientele in a clinical setting. Duties are performed under direct supervision of a higher-level staff person. A Nutrition Program Assistant I does related work as required.

### TYPICAL WORK ACTIVITIES:

- Distributes WIC checks to qualified clientele;
- Prepares charts for new clientele and reviews existing charts for completeness and accuracy;
- Contacts clients by phone and/or mail regarding appointments, missed appointments, and/or missing or incomplete information;
- Schedules clients for a variety of appointments such as: check pick-up, recertifications, medical appointments, pre-natal classes, breast feeding classes, and other nutrition-related contacts;
- Weighs and measures heights of clientele, recording findings in charts;
- Aides in the preparation of nutrition education programs;
- Checks and verifies income information in order to ascertain program eligibility;
- Maintains files for a variety of charts, records, and reports associated with the WIC program;
- May assist in the recruitment and outreach of clientele.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of business arithmetic; knowledge of human nutrition; good verbal communication skills; ability to meet and deal with people in an interviewing and human services situation; ability to perform arithmetic computations with accuracy; ability to listen and make clear and accurate explanations of information; ability to follow oral and written instructions; clerical aptitude; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

A.) One year of clerical office experience;

OR

B.) One year of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.);

*NOTE:* Study in a regionally accredited college or university or one registered by New York State or a business school registered by New York State may be substituted for the experience on a year for year basis.

*SPECIAL REQUIREMENT:* Possession of a valid New York State Class D operator's license at time of appointment.

## CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 5/20/99