

WIC PROGRAM AIDE

DISTINGUISHING FEATURES OF THE CLASS: The work involves aiding in the delivery of supplemental food packages to women, infants, and children (WIC) by performing clerical and related tasks. The work is performed under general supervision in accordance with specifically defined procedures. Consultation is available when new or unusual problems arise. A WIC Program Aide does related work as required.

TYPICAL WORK ACTIVITIES:

- Interviews program applicants in order to secure and verify information to serve as a basis for program eligibility determination;
- Issues and records checks distributed to program participants for supplemental food items;
- Assists in weighing and measuring the height/length of infants and children and other tasks in order to provide data for a profile for individual nutritional care decisions;
- Participates in in-service training in the area of human nutrition;
- Explains program and provides nutrition information to clients;
- Participates in outreach efforts to explain and expand program participation;
- Completes a variety of forms dealing with client caseloads and the distribution of checks;
- Maintains waiting lists and outreach filing system of potential participants;
- May issue invitations to applicants on the waiting list instructing them to report to a specific certification site;
- Operates a motor vehicle in order to travel from the central office to a variety of program service sites;
- May perform incidental typing tasks.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of business arithmetic and English; some knowledge of human nutrition; ability to meet and deal with people in an interviewing and human services situation; ability to understand and follow instructions; clerical aptitude; accuracy; physical condition commensurate with the demands 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, 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.);

OR

C) An equivalent combination of experience as limited by (A) and (B) above.

NOTE: Study in a regionally accredited college, university, or business college or one registered by New York State may be substituted for the one year of experience (30 semester credit hours = one year of experience).

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: 5/18/00