

Jurisdictional Class: Competitive
Adopted: February 23, 2010
Revised: July 30, 2010

SENIOR WIC PROGRAM AIDE/TYPIST

DISTINGUISHING FEATURES OF THE CLASS: This is moderately difficult and varied clerical work and public information work involving a substantial amount of data entry, computer reporting, and tracking, along with nonprofessional public information tasks involving the dissemination of information regarding WIC eligibility, WIC benefits, and WIC vouchers. Work is performed in clinic settings throughout the County as well as the WIC Office. Work is performed under general supervision with leeway allowed for the exercise of independent judgment in carrying out details of the work. Supervision may be exercised over the work of subordinate WIC employees. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Oversees and prepares purchase requisitions and communicates directly with Health Department fiscal offices to expedite expenditures;

Tracks all expenditures for Nutrition Unit in Health Department, to include a variety of grant financed activities, by maintaining detailed records of all expenditures, and tracks through county fiscal system to assure payments are made and monies are encumbered in correct accounts;

Creates reports of all expenditures to assure allocated dollars are utilized prior to end of grant cycle;

Assigns work, reviews and records work done, participates in orientation of new staff, and trains new employees in regard to check production and general operation of the WIC Unit;

Provides information to individuals and groups regarding services available through the WIC Program and understands the need for community referrals/linkages and the need for the department to maintain community partnerships;

Assists clients in completing necessary forms and vouchers for food supplied by WIC;

Oversees and maintains security of WIC vouchers and client records;

Oversees and maintains inventory of WIC manual checks according to NYSDOH protocol, and maintains inventory and issues Special Supplemental Food Instruments to clients;

Assesses client eligibility by verifying income records to include payroll, unemployment, SSI, and other benefits, reviewing medical referrals, assessing residency requirements, immunization status, etc., and enters detailed information into state computer data base;

Provides information to clients and prospective clients regarding eligibility determination;

Types material from copy, rough draft, and other detailed instructions;

Types forms, form letters, transcripts, invoices, vouchers, records, payrolls, reports, and similar materials, and checks for clinical accuracy and completeness;

Operates computing, calculating, copying, check writing, and other office machines;

Makes arithmetical computations, compiles and types statistical reports;

Oversees and participates in the processing, sorting, indexing, recording, and filing of a variety of correspondence, records, reports, and other material;

Oversees and assures record retention and HIPAA compliance for all records are maintained in accordance with established protocols;

Maintains inventory of equipment, supplies, and materials purchased with allocated funds;

May act as receptionist for walk-in customers and telephone inquiries;

Senior WIC Program Aide/Typist

Attends staff meetings for program specific policy updates and input and ensures compliance with department's policies, procedures, rules, and regulations;
Participates in teams addressing work improvement projects;
Participates in training for Incident Command System, emergency preparedness response and drills, and responds to emergencies as part of the department's public health response requirements.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of the program and services available through the WIC Program;
Good knowledge of the design, methods, and implementation of the local WIC Program;
Good knowledge of office terminology, procedures, and equipment;
Good knowledge of computer use and fiscal systems;
Ability to communicate effectively both verbally and in writing and effectively relay information on an individual and group level;
Ability to understand and follow instructions;
Ability to perform detailed clerical duties;
Ability to understand and complete financial and billing processes necessary to assist with reimbursement;
Ability to supervise the work of others;
Ability to work quickly and efficiently under pressure;
Ability to type accurately at an acceptable rate of speed;
Ability to get along well with others;
Sensitivity to individual client needs with the ability to approach situations that take into account diversities and cultural differences;
Sound judgment.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and three (3) years of clerical experience involving customer service including or supplemented by courses or experience in computer, typing, or data entry.

NOTE: Training beyond high school in secretarial science or in a human services related field may be substituted for experience on a year-for-year basis but must still include or be supplemented by courses or experience in computer, typing, or data entry.

SPECIAL REQUIREMENTS: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.