

LIVINGSTON COUNTY JOB DESCRIPTION

WIC Technician

Supervised By: WIC Program Coordinator and/or other assigned supervisor or department head
Supervises: No supervisory responsibility
Department: Health Department
FLSA Status: Non-Exempt

Position Summary:

Under the supervision of the WIC Program Coordinator, the WIC Technician performs both clinical as well as advanced level clerical work with minimal supervisor direction. Duties will be defined by the scope of assigned department clinical activities and related clerical responsibilities. Most assigned work requires a high degree of confidentiality.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Provides care to individuals according to MI-WIC guidelines and policies.
2. Rooms patients and prepares the patient and clinic room for appointment based on appointment type.
3. Performs and documents anthropometric measurements.
4. Performs and documents hematologic testing (Lead and Hemoglobin levels).
5. Reviews vaccination records for all age groups and makes vaccine recommendations based on current ACIP recommendations.
6. Performs specimen collection as needed.
7. Utilizes available programs to compile and enter data into state and local databases, including but not limited to: Microsoft Suite, Easy Log Data Logger, Patagonia (EMR), BS&A, Sword Solutions, and Munis. State of Michigan programs/databases: CHAMPS, MILOGIN, MI-WIC, EPPIC, CSHCS, MCIR, MDSS, DSA, CHASS, Healthy Michigan & Medicaid Programs, LHD SharePoint, WPS-Medicare, RKStudio. Utilizes these programs to prepare various reports as needed based on mandatory program requirements or other administrator requests.

8. Provides clerical support for the department by preparing forms, correspondence, reports, memos, receipts. Prepares information packets and maintains records, files, charts, data, schedules, and similar information.
9. Reviews and ensures the accuracy and completeness of records, forms, documents, attachments, data, and other such materials. Creates new forms and other templates to support processes.
10. May maintain cash drawers, receipt payments, account for monies received, reconcile accounts and prepare deposits. May disburse funds through defined processes and procedures.
11. Prepares requisitions, processes and maintains supplies and office equipment, lab equipment and accessories.
12. Interacts with other departments, governmental agencies, service providers, schools, day care providers, professionals, and others to exchange and record information, process required forms and reports and submit or receive correspondence.
13. Provides customer service to clients in person and over the phone regarding department procedures, requirements, and eligibility for public health programs. Assists clients with finding resources, scheduling appointments, and solving problems, including interacting with outside agencies and hospitals to assist clients needing additional resources.
14. Assists clients with enrollment in programs, renewals, billing, insurance, application issues, navigating various systems of care. Troubleshoots problems and coordinates with local and out of state pharmacies, providers, hospitals, government agencies and other services.
15. Will be trained in back-up duty for other clerical positions, possibly in multiple work areas.
16. Performs front desk duties when necessary; disburses incoming mail, runs copies, places postage on outgoing mail, forwards incoming faxed information, receives vaccine shipments, receives specimens and general UPS/FedEx deliveries.
17. Conducts clerical functions at TB and/or Immunization clinics, collects and verifies insurance information from clients or discusses payment options. Receives completed insurance, billing information and payment from clients.
18. Complies with LCHD's quality improvement policy and actively participates in the quality improvement plan.
19. Performs all other duties as assigned. The WIC technician may be required to fulfill other job responsibilities in other public health programs beyond WIC as needed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma or GED and three years of experience in providing clinical assistance and administrative support.
- Medical Assistant certification (CMA) or training or graduation from a recognized Medical Assistant program preferred.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Knowledge of medical terminology and procedures.
- Ability to operate various office and medical equipment.
- Ability to collect blood or other laboratory specimens.
- Valid State of Michigan driver's license.
- Skill in performing capillary hematologic testing.
- Skill in Michigan WIC, EMR, and Michigan Care Improvement Registry programs.
- Skill in providing anthropometric measurements.
- Knowledge in community resources.
- Knowledge of organization and standard operating procedures for the Women Infant Child program and immunization program.
- Strong working knowledge of office procedures, file setup and maintenance, math and bookkeeping principles and application and administrative support techniques.
- Skill in effectively communicating assigned areas of responsibility verbally and in writing.
- Skills in proofreading, performing arithmetic calculations, maintaining accounts and records and following and suggesting refinements to procedural systems.

- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public with minimal supervisory oversight.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Demonstrated skill and experience in the use of office equipment and technology, including Microsoft Suite applications and the ability to master particular software programs utilized by the assigned department and new technologies.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view, and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals, and situations while performing required duties.