

## **Support Staff**

### **A. Purpose of Procedure**

Support staff provide clinic and office support to WIC staff.

### **B. Scope of the Procedure**

Support staff must meet specific qualifications and must perform specific responsibilities.

### **C. General Procedure**

#### **Qualifications**

- Support staff must complete training requirements as outlined in the policies “Contract Agency Personnel Training”, “Training and Education Record”, and “New Employee Training Checklist”.
- The following skills are desirable:
  - Computer skills including word processing and/or data entry
  - Common office equipment experience
  - Ability to overcome language/cultural barriers to connect with a diverse population of low-income populations
  - Ability to work with health professionals

#### **Responsibilities**

A support staff’s responsibilities may include, but is not limited to the following:

- Provides clinic and office support to WIC staff
- Implements state and local agency policies and procedures
- Provides excellent customer service
- Sets up computers, printers, etc.
- Completes participant intake functions such as
  - Verifying participant residence, identification, and income
  - Completing demographic information
  - Ensuring voter registration activities are completed
  - Assisting participants in filling out forms
- Schedules appointments
- Issues food instruments and benefits
- Assists with referring families as appropriate
- Participates in training and actively promotes and supports breastfeeding efforts
- Participates in outreach activities
- Participates in quality assurance/improvement activities
- Interacts with Various Programs

- Participates in community needs assessment in the agency service area
- Communicates or interacts with various programs including, but not limited to the following:
  - Iowa Department of Public Health
  - Department of Human Services
  - Maternal, Child and Adolescent Health
  - I-Smile
  - Early Head Start/Head Start
  - Public Health Nursing
  - Area physicians, HMOs, and hospital staff
  - Area Education Agency
  - Family Planning agencies
  - Lead Poisoning Prevention programs
  - Child Health Specialty Clinics
  - Child Care Resource and Referral agencies
  - Staff of other WIC contract agencies
  - Other community groups