

HIDALGO COUNTY WIC PROGRAM

REFERRAL RESOURCE SPECIALIST I

GENERAL DESCRIPTION

Performs various tasks as needed and directed by the Clinic Supervisor or designee. Tasks include to encourage and explain benefits of participation in the Summer Food Program while promoting WIC outreach within the community, maintain a clean/healthy environment/eating area, perform reception, clerical, and clinical duties.

EXAMPLES OF WORK PERFORMED

Actively handing out referrals and printed resources to other health and community services along with summer meals

Provide services in a professional and courteous manner

Engaging participants and explaining WIC benefits if the person receiving a meal is not currently a WIC participant (those accompanying WIC participants)

Prepare site for daily meals

Maintain a clean and healthy environment in the eating area

Sweep and mop the area, as needed

Collect and dispose of trash, as needed

May travel and work in other clinic sites as deemed necessary

Support and promote breastfeeding

Filing duties such as file/pull participants charts, copying participant's documents for file, labeling file folders, filing daily reports

Phone duties such as appointment reminder phone calls or verifying Medicaid eligibility by phone

Clinic duties such as gathering client paperwork, performing quick intakes, collecting participant shopping lists, or handing out WIC EBT cards with benefits.

Other duties as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Six (6) months of Clerical and Customer Service experience preferred

Graduation from a standard senior high school diploma or equivalent is generally preferred

Experience and education may be substituted for one another

Certificates, Licenses & Registration

Applicant must have a current valid Texas Motor Vehicle Operator's license

Knowledge, Skills, and Abilities

Ability to prepare and maintain records, files and reports

Knowledge of cleaning techniques and procedures

Ability to work with confidential client information

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations