



Las Vegas Urban League

Nutrition Education Centers



WIC



Job Description

Job Title: Nutrition Education Counselor - CPA

Date Prepared: 1 January 2022

Department: WIC Nutrition Services

FLSA Status: Non-Exempt

Funding Source: Nevada Department of Health and Human Services

General Purpose

To provide administrative support to WIC program participants and provide nutrition education and counseling to those determined to be at nutritional risk. Responsible for the efficient certification processing, efficient caseload management and efficient customer service flow within clinic.

Essential duties and responsibilities:

Perform nutritional assessment and assign nutritional risk category to each applicant, identify high-risk clients based on health questioners and assign proper referral to Registered Dietician, provide individual nutrition and breastfeeding education and counseling to include group education and counseling to low risk clients, measure and record and weights of participants, obtain blood samples from clients to test the value of their hemoglobin, determine proper food package based on nutrition assessment and assign electronic benefits to clients on Nevada State authorized debit card, prepare clients records, including plotting data on prenatal weight charts and growth grids, identify and provide social services referrals, document referral services, score health questionnaires and food frequencies, design, modify, and provide food packages based on nutrition assessment, answer questions and provide information to the client regarding food package, attend nutrition education seminars and meetings, answer questions to the public regarding nutrition services, assist with nutrition education classes, make certification appointments, perform intake duties as required, must maintain work performance in audit ready posture to ensure compliance with Nevada State WIC Program Directives, complete understanding of Nevada State Policy and Procedures CR 1-10 Civil Rights and Responsibility, CT 1-6 Certification, NE 1-5 Nutrition Education, BF 1-9 Breastfeeding Promotion and Education, FD 1-15 Food Delivery, GP 1-7 General Program Administration, OR 1-3 Outreach and Referral, PE 1-3 Program Evaluation, RR 1-9 Records and Reports, knowledge of agency cross department programs, perform outreach and health fairs to promote WIC program, conducts random audits on clients charts to ensure compliance with State Directives, responsible for maintaining efficient client flow through certification process, defuse client complaints, assist with ordering supplies, maintain continuous communications flow to management, be in compliance with Agency 5/5 Customer Service Program and Corresponding Customer Service Prime Directive and other related duties as assigned.



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Skills and Abilities Required:

Ability to function effectively in fast-paced health clinic environment, provide dietary and nutrition information to qualified applicants, interview applicants to determine program eligibility and determine nutritional history, establish and maintain cooperative working relationships with those contacted in the course of work, communicate effectively and promote teamwork within clinic environment, ability to effectively communicate and work with diverse clients, including infants and young children, exceptional customer service skills, provide information on diet and nutrition to applicants and interview applicants to determine nutrition history, understand and follow written instructions, must maintain work performance in audit ready posture to ensure compliance with Nevada State WIC Program Directives, ability to work under stress, ability to multi-task, ability to promote and maintain teamwork environment, ability to supervise staff in absence of management, must know and understand agency policy and procedures, ability to make good sound decisions that benefit the agency and Nevada State WIC program, ability to defuse client complaints, ability to operate Hemocue HB 201 blood analyzer, knowledge of principals of documentation in medical record keeping preferred, knowledge Nevada State Laboratory procedures, universal precautions with infection control practices preferred, complete understanding of intake process, complete understanding of agency cross department programs, bilingual preferred

Education, prior work experience and specialized skills and knowledge:

High School diploma or equivalent, current Nevada State CPA Certificate preferred, Maternal, Infant and Early Child Nutrition Course certificate preferred, State of Nevada Office Laboratory Assistant License required, leadership and management courses preferred, previous experience in nutrition education counseling services preferred, previous experience in lactation education counseling services preferred, previous experience with in-processing clients and determining eligibility preferred, exceptional customer service skills a must, knowledge of medical filing system preferred, knowledge of scheduling clients preferred, experience in high volume in processing of clients, experience with Microsoft Office and WIC software applications preferred, effective time management, effective communication and file maintenance preferred, must successfully complete the Nevada State WIC training modules for related position, must maintain 100 percent completion of all Nevada State Nutrition Education Certifications

Physical environment/working conditions:

Fast paced atmosphere, standing and sitting for extended periods of time, stooping, walking and reaching overhead, lifting supplies and equipment, exposure to blood borne pathogens

Equipment/machinery used:

Computer, multi-line telephone, fax machine, printer, calculator, HB 201 Hemocue Analyzer, Medela Electric Breast Pumps



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Signature: _____ Title: _____

Date: _____

For HR Use Only

Name: _____ Title: _____