



Position Description

Position Title:	WIC Peer Helper		Position #:	887
Working Title:	Peer Helper		CS Status:	Classified
Division or Unit:	WIC		Reports to:	WIC Breastfeeding Coordinator
Employment Status:	Part-Time	Pay Grade:	PT1	FLSA Status: Non-exempt
Funding Source:	WIC Grant			
This position description was last approved by the Board of Health on:			June 11, 2021	

Position Summary: A WIC Peer Helper is a paraprofessional support person who gives basic breastfeeding information and encouragement to WIC pregnant and breastfeeding mothers. Peer Helpers also provide appropriate breastfeeding referrals for issues beyond their scope of practice.

Essential Duties and Responsibilities:

- 70% Breastfeeding Education and Support: Under the supervision of the Breastfeeding Coordinator, will use excellent customer service and communication skills in ongoing contact with breastfeeding and pregnant WIC participants in the clinic setting, on the telephone (in clinic or at home as required), or during breastfeeding classes, support groups, or outreach events. All Staff must adhere to the confidentiality requirements of the WIC Program. Additional responsibilities include: Assist the Breastfeeding Coordinator with various breastfeeding duties; serve as a breastfeeding resource person to WIC Staff; assist with clinic and health fair displays/bulletin boards; with permission issue and teach participants about the use of breast pumps; perform other duties as assigned.
- 15% Referrals: Peer Helpers must make referrals to the WIC Breastfeeding Coordinator or other designated Health Professional when appropriate.
- 15% Administrative: Maintain accurate and thorough documentation; schedule client contacts in an organized, consistent manner; maintain filing systems; use various computer applications including Agency email accounts and the WIC Computer System(s).

Other Duties and Responsibilities:

- Be available for flexible work hours that may include some after-hours breastfeeding support from home.
- Participate in State WIC Peer Helper Conference Calls.
- Organize and participate in WIC Breastfeeding Outreach in the Community.
- Participate in Agency and State WIC Meetings.
- Complete a minimum of 6 hours continuing education per year in the field of lactation.

Minimum Qualifications:

- Has breastfed an infant exclusively or substantially for at least six months.
- Has been a former or current WIC participant or eligible for WIC services.
- High School Diploma or GED.
- Has reliable transportation with a valid driver's license.

Preferred Qualifications:

- Is enthusiastic about breastfeeding and wants to help other mothers enjoy a positive experience.
- Excellent communication skills (verbal, non-verbal, written).
- Previous work experience.
- Up-to-date computer system skills & social media knowledge.



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- Bilingual/cultural awareness.

Minimum

Credentials: N/A

Key Competencies: The following Council on Linkages Core Competencies (Adopted June 2014) for this position include:

- Communication Skills: 3A2, 3A7
- Cultural Competency Skills: 4A1, 4A2, 4A5
- Community Dimensions of Practice Skills: 5A1, 5A7
- Financial Planning and Management Skills: 7A3, 7A11
- Leadership and Systems Thinking Skills: 8A1, 8A6, 8A7, 8A9

Canton City Health District has adopted Organizational Competencies that all employees are expected to achieve, of which the following are for this position:

- Customer Focus: 1A1, 1A2, 1A3, 1A4, 1A5
- Accountability: 2A1, 2A2, 2A3, 2A4, 2A5, 2A6, 2A7, 2A8
- Equity, Ethics and Fairness: 3A1, 3A2, 3A3, 3A4, 3A5
- Continuous Quality Improvement: 4A1, 4A2, 4A3, 4A4, 4A5, 4A6
- Occupational Health and Safety: 5A1, 5A2, 5A3, 5A4, 5A5, 5A6
- Emergency Preparedness: 6A1, 6A2, 6A3

Work Environment:

- General office setting in a health department facility. WIC clinic is fast-paced and typically noisy due to high volume of clients. Work performed in this position may be subject to challenging interactions with community members. Some in-state travel required.
- Reasonable accommodation in accordance with ADA Compliance will be made available to those who need it to achieve the above descriptions.

Approval: This position description was approved by the Board of Health on: **June 11, 2021**

Revision History: Dates of prior approved versions: November 27, 2017

Employee Statement:

I hereby acknowledge that I have received a copy of this position description on this date.

Employee Signature

Date



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Canton City Public Health
FINAL

Printed Name