



700 Columbine St., Sterling, CO 80751 - (970) 522-3741 – (877) 795-0646 - www.nchd.org

NORTHEAST COLORADO HEALTH DEPARTMENT

JOB TITLE: REGISTERED DIETITIAN / WIC MANAGER Updated: August 2023

Status: Full Time

DOL Status: Salary- Exempt

Pay Rate: \$55,000 -\$60,000 Per Year

SUPERVISOR | DEPARTMENT:

Director of Client Health Services - Client Health Services

GENERAL STATEMENT OF DUTIES:

The WIC Manager performs professional administrative and supervisory work in the planning, development, implementation and evaluation of the WIC Program. Oversees and coordinates the WIC activities of all clinic sites to ensure compliance with federal and state regulations.

QUALIFICATIONS:

- *Registration/License:* The WIC Manager must be a Registered Dietitian (RD) with the Commission on Dietetic Registration, a Registered Nurse (BSN or RN) licensed to practice in the State of Colorado, or a Medical Doctor (MD). Because WIC is a nutrition program, the position of WIC Manager is ideally held by a Registered Dietitian.
- *Education:* Minimum requirements include Bachelor of Science degree from an accredited university with major studies in foods and human nutrition or nursing. Preference is given to those who have a Master of Science (MS) or Master of Public Health (MPH) degree.
- *Experience:* Experience in public health or ambulatory care settings is preferred. A minimum of one-year experience in a public health setting or one year in a hospital setting is acceptable for consideration.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of human nutrition in health and nutrition needs for disease and its application to public health practices. Knowledge of nutrition needs for infants, children and women during the prenatal, postpartum, and breastfeeding stages.
- Knowledge of training, supervision, counseling, and educational concepts and methods.
- Ability to communicate effectively orally and in writing.
- Ability to manage Program operations and carry out Program planning functions; ability to formulate plans, policies, and procedures.
- Ability to organize, prepare, and analyze reports.
- Ability to establish and maintain effective working relationships.
- Ability to promote breastfeeding as the optimal infant feeding choice while allowing

- Serving Logan, Morgan, Phillips, Sedgwick, Washington and Yuma counties since 1948 -



participant choice.

- Ability to supervise and direct professional and paraprofessional staff.
- Ability to develop forms and educational materials.

PRIMARY RESPONSIBILITIES:

Manages overall WIC clinic operations:

- Formulates plans (including nutrition education plans), policies, standards, and procedures for the operation of the agency WIC Program within state and federal guidelines.
- Understands state and federal rules and regulations and follows up on agency deficiencies.
- Evaluates the implementation of new policies.
- Interprets and plans for implementation of federal and state regulations and policies.,
- Manages caseload and spending levels to meet appropriation levels.
- Develops and makes recommendations for WIC budget proposals. Contacts State WIC fiscal officer and/or nutrition consultant regarding fiscal concerns/issues.
- Oversees, coordinates, and manages prescreening and waiting lists.
- Completes all forms/reports as requested by State WIC staff for monitoring and site visits; attends monitoring and site visit sessions; follows up on all monitoring findings and submits a timely response to the State Office.
- Ensures required retail monitoring and vendor training is done and that retailer monitoring reports are completed; works with retailers to prevent or correct problems. Ensures retailer contacts are documented in retailer files, and retailer misuse is documented in participant electronic charts. Ensures the State Retailer Coordinator is contacted with vendor problems/issues.
- Evaluates services to participants including clinic flow, use of staff time, clinic access, phone coverage, clinic space, and community needs.
- Provides the State Office with immediate feedback on adverse consequences of State policies or if policies are not understood.
- Ensures consistency among clinics in technical procedures and use of forms.
- Makes regular visits to all decentralized clinics to oversee operations.
- Oversees maintenance of equipment and testing for accuracy at all clinic sites.
- Maintains participant confidentiality and ensures that participants are treated equally and with respect, compassion, and empathy.
- Informs the State Office of major changes (i.e., staff, address, telephone, clinic hours which affect services).
- Participates in continuing education activities; attends meetings, conferences, and workshops; keeps abreast of current nutrition research as it relates to the WIC Program and participants. Registered dietitians must maintain registration with the required 75 credit hours per five-year period.
- Runs appropriate reports to verify food benefit issuance and redemption, processing standards, caseload management, etc.
- Contacts the nutrition consultant with questions concerning caseload, management reports, clinic flow, State policies, equipment needs, nutrition education, staffing, and monitoring visits.
- Maintains a basic working knowledge regarding the Compass computer system and how it operates.
- Complies with the state WIC office regarding security, operations and functions of the



Compass system.

- Ensures that administration areas of Compass are updated: referrals, pamphlets, Master Schedule, etc.
- Acts as LA Breastfeeding Coordinator.
- Completes the Lactation Management Specialist (LMS) training within the first year of hire.
- Oversees breast pump loan program.
- Ensures staff is well trained.
 - Recruits, interviews, and recommends individuals for hire.
 - Oversees or conducts the orientation, training, and evaluation of newly hired WIC personnel.
 - Ensures new staff complete Level I, II and III of the WIC Certification Program as outlined by the state office.
 - Observes staff interaction during appointments, including performing thorough nutrition assessments and providing nutrition information and counseling participants.
 - Defines staff roles and responsibilities, evaluates participant/staff ratios and staff needs.
 - Supervises WIC staff including annual performance evaluations, ongoing coaching and feedback.
 - Ensures continuing education opportunities for staff, including at least two sessions per year devoted to nutrition education.
 - Holds regular staff meetings to provide and enhance communication, to provide updates on policy and procedures, and provide staff training.
 - Ensures quality nutrition education services to participants.
 - Develops or adapts and implements protocols of nutrition care.
 - Ensures staff members are trained in protocols.
 - Ensures that a WIC High-Risk Counselor is available and trained to provide high-risk education contacts.
 - Defines high risk for the agency (ensuring the State defined minimum definitions of high risk are covered); ensures WIC Educators know how to make appropriate referrals of high-risk participants to the WIC High-Risk Counselor.
 - Observes counseling skills of all staff members to ensure that accurate and appropriate information is being disseminated and that counseling skills are adequate. Trains staff in areas where improvement is needed.
 - Ensures that the documentation in participant electronic chart meets the required criteria listed in the WIC Program Manual.
 - Reviews, selects, or develops nutrition education materials as needed.
 - Attends and ensures that all staff members attend required State sponsored WIC trainings.
 - Recommends and registers staff for the LMS training (including suggesting staff take training as a refresher if staff completed the LMS training more than 5 years prior).
 - Oversees the implementation of Program nutrition objectives, participates in the nutrition education planning process via State Office guidance, and ensures that nutrition education and data collection conform to standardized and accepted practices.
- Coordinates activities with other community services.



- Arranges outreach and publicity for the agency WIC Program.
- Develops formal referral relationships with pediatric and obstetric health caregivers.
- Acts as a liaison to the community regarding WIC services, policies, and/or nutrition issues.
- Coordinates and assists staff to be familiar with community resources and services when referring WIC participants.

OTHER:

The WIC Manager position is a full-time position funded by grants. While there is no guarantee of continued employment if funding is discontinued, NCHD will attempt to place the affected employee in a position of equal responsibility and wage, if a position is open and available.

Benefits Include:

- Medical insurance options at the beginning of the month after hire
- Dental insurance options at the beginning of the month after hire
- Vision insurance options at the beginning of the month after hire
- Voluntary benefit options available at the beginning of the month after hire
- PERA Retirement upon hire
- 401K participation
- PSLF Eligible employer