

JOB TITLE: Public Health Technician **GRADE:** 4

DEPARTMENT: Juneau County Health Department **REPORTS TO:** WIC Director

SALARY RANGE: *See Current Wage Scale* **FULL TIME, NON-EXEMPT STATUS**

PURPOSE AND SUMMARY:

The Women, Infants and Children (WIC) Public Health technician promotes and supports population health by providing a variety of clerical, administrative and technical support services such as providing program specific information to internal and external customers; answering phones; scheduling appointments; establishing and maintaining data files; and, generating reports. This work requires independent judgment in the application of essential functions.

ESSENTIAL FUNCTIONS:

Public Health Sciences

1. Provides WIC Program information to clients over the phone, electronically, or in-person.
2. Manages WIC appointments and clinic scheduling in program data system.
3. Manages WIC client intake.
4. Collects, enter, and verifies client information into database to ensure WIC program compliance.
5. Duplicates, collates, scans, and assembles materials.
6. Creates and maintains electronic filing systems for records, referrals, and correspondences.
7. Maintains calendars/schedules for organizational program.
8. Obtains height and weight measurements of women, infants and children and documents results into database.
9. Determines the need for and performs hemoglobin and blood lead tests on WIC participants; documents in database.

Community Dimensions of Practice

10. Creates and distributes various WIC Program reports and correspondences (i.e. newsletters, event/clinic calendars) to clients, external providers, stakeholders, and the public.
11. Participates in WIC Program outreach events in community.

Policy Development and Program Planning

12. Provides administrative and clerical support for WIC Program planning and policy development and implementation.
13. Adheres to ethical and confidentiality principles in the collection, maintenance, use and dissemination of data and information.
14. Supports quality improvement activities including informing solutions and providing data to make informative decisions.
15. Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.

Communication and Cultural Competency

16. Manages WIC Program social media campaigns and content.
17. Assists Program director in WIC Program website management.
18. Answers telephone, screens calls, responds to inquiries and/or refers callers to appropriate staff, agencies or departments.
19. Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.
20. Adheres to ethical and confidentiality principles and Juneau County Health Department policy in the collection, maintenance, use, and dissemination of data and information.

Financial Planning and Management

21. Supports the WIC Program's day-to-day fiscal responsibilities.
22. Assists with processing, ordering, and monitoring of WIC Program supplies.

Leadership Systems Thinking

23. Adheres to Occupational Safety and Health Administration Standards relevant to job duties such as exposure to blood borne pathogens

Other

24. Performs public health emergency response duties as assigned, consistent with training.
25. Performs other duties as assigned consistent with job classification

WORK RELATIONSHIPS:

Reports to WIC Director. Works collaboratively with all staff, community partners, and clients.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of health equity and trauma-informed care practices
- Ability to explain, demonstrate, and clarify to others established policies, procedures and standards in concise manner.
- Ability to establish and maintain positive relationships with colleagues, clients and community partners.
- Ability to effectively communicate public health information and data verbally and in writing
- Experience managing social media content.
- Experience using relevant computer software programming such as Canva, Constant Contact, Microsoft Office Suite, Nightingale Notes, Zoom.

EDUCATION AND EXPERIENCE REQUIREMENTS:

Required: High school diploma or equivalent

Licenses: Valid Wisconsin State Motor Vehicle Operator's License

EEOC/AA/ADA

Juneau County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

This position description has been prepared to assist defining job responsibilities, physical demands, working conditions and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. The County retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.