

Nutrition/Health Volume
Certification Section

Local WIC Provider (LWP) Personnel: WIC Coordinator (1.01250)

ER# 1.01250

Authority 2008 7CFR 246.3(f), 246.4(a)(26) & 246.6(b), Local WIC Provider Contract Scope of Work

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POLICY: Every local WIC provider (LWP) shall have an individual designated as WIC Coordinator to assure the local agency's WIC Program is managed in the most effective and efficient manner possible. The LWP is required by law to cooperate with FNS in completing authorized studies.

PROCEDURES:

- A. The local WIC provider shall designate an individual to perform the functions of WIC Coordinator, which may include responsibility for WIC Program management, WIC function coordination, and perform other roles (e.g., local WIC provider administrator, nurse, nutritionist, or clerk).
- B. Examples of work performed may include, but are not limited to the duties listed below:
 1. Plans and coordinates all WIC activities and staff to ensure goals are met and agency operates within program guidelines and rules.
 2. Assures appropriate local WIC policies and procedures are established and enforced in compliance with federal and state policies and procedures.
 3. Acts as liaison between local WIC provider and state WIC staff.
 4. In coordination with the local WIC Nutrition Coordinator, develops a program plan and evaluation methods. Monitors the effects of clinic operations by reviewing appropriate management reports, charts/chart audit, and customer satisfaction surveys, revises local policies as needed, evaluates clinic work flow, and makes adjustments to clinic and staff work schedules. Assures response to requests by the Department within time frames, which include but are not limited to, Local Agency Plan (LAP), self monitoring and corrective action plans to assure program compliance.
 5. Provides input to the state WIC office regarding overall WIC program operations and makes suggestions for statewide improvement.
 6. Assures coordination of services and referrals between local WIC provider programs and other agencies.
 7. Assures all WIC services are delivered consistently, appropriately, and in a timeframe to allow participants to receive appropriate program benefits.
 8. Maintains contracted caseload for agency through on-going caseload management.
 9. Develops, coordinates, and documents implementation of ongoing outreach activities in the community.

10. Handles participant complaints, violations and fair hearings in accordance with state policies and procedures.
11. Assures appropriate staff is available and properly trained to perform necessary functions. Reviews all new and revised policies annually and provide training to other LWP staff members.
12. Assures that food instrument accountability functions are appropriately assigned and performed. This includes a separation of staff duties related to the accountability and control of food instruments. **Refer to ER# 1.07000 Program Integrity.**
13. Assures that no one local agency staff shall certify oneself for WIC benefits nor issue food instruments or supplemental foods to oneself. **Refer to ER# 1.07000**
14. Assures employees of a local agency shall not certify relatives or close friends for WIC benefits nor issue food instruments or supplemental foods relatives or close friends. **Refer to ER# 1.07000**
15. Assures and monitors proper use of database.
16. Assures and monitors fiscal accountability. Assures submission of timely and accurate reimbursement requests.
17. Performs supervisory duties, as assigned by local WIC provider administrator.
18. Conducts clinic activities and other duties as required.
19. Acts as a liaison with local contracted retailers.
20. Assures WIC staff maintains a courteous and respectful attitude toward participants in the WIC program.
21. Assures blank food instrument paper stocks are tracked and ordered as needed.
22. Sets up the master calendar for appointment scheduling at main and satellite clinic sites.
23. Maintains local referral list.
24. Determines the security role(s) of each local staff.
25. Develops written grievance or complaint policy to address non-civil right issues. Refer to [ER# 1.05700](#) for grievance/complaint related to Civil Right issues.
26. Acts as the National Voter Registration Act (NVRA) liaison or appoint a staff to act as the NVRA liaison with the local election authority in the agency's service area.

C. Knowledge, Skills and Abilities:

1. Working knowledge of effective management techniques.
2. Knowledge of current developments in public health and application to the local program.
3. Ability to work well with people of diverse socioeconomic/cultural backgrounds.
4. Knowledge of the general organization and function of public health agencies.
5. Ability to gather, interpret, evaluate and use statistical data.

6. Demonstrate rapport building skills by establishing and maintaining effective working relationships with WIC participants, WIC team members and other health and social services personnel.
 7. Ability to develop plans, implement action plan(s), and evaluate effectiveness.
 8. Knowledge of basic computer skills and literacy in using Windows Explorer.
- D. Appropriate positions to be supervised by: Local WIC provider Administrator, Board of Trustees or County Commissioners.
- E. Appropriate positions to supervise: Any WIC staff, at discretion of local WIC provider administrator.
- F. Ideal Qualifications/Education and Experiences:
1. Graduation from an accredited four-year college or university with specialization in health care administration, public, personnel or business administration, the biological or social sciences, or education.
- G. Minimum Qualifications/Education and Experiences:
1. High school graduation plus four years of experience in one or more of the following areas:
 - a. Professional or technical experience in public health, counseling, community organization, research and data collection, public, business or health care administration, interviewing, or closely related fields.
 - b. Experience in WIC.