

310.23

Outreach Worker Guidelines

Qualifications

Qualifications An outreach worker must have a high school diploma or the equivalent.

Desirable skills An outreach worker should be able to work well with a diverse population of low-income persons with possible language/cultural barriers.

Physical requirements This position may involve lifting up to 50 pounds.

Travel requirements Travel to outlying clinic sites may be required. Driving responsibilities and transportation scheduling are determined at each agency.

Supervision of outreach workers Outreach workers are responsible to the agency's WIC program coordinator and/or the area outreach supervisor.

Responsibilities

Responsibilities Outreach workers must perform all or any combination of the tasks in the following areas in a competent and confidential manner. Agency staffing needs will determine which tasks are assigned to each staff member.

Outreach An outreach worker's outreach responsibilities may include:

- Informing potential participants of the availability of WIC services,
- Identifying potential participants and/or population areas where outreach efforts would be effective,
- Informing potential participants documentation to bring to the certification appointment,
- Scheduling WIC certification appointments using the WIC data system, and
- Informing active participants of WIC clinics, appointment times, etc.,

Clinic An outreach worker's clinic responsibilities may include:

- Providing support staff services in WIC clinics;
- Assisting WIC participants during clinic visits by assisting with forms, providing child care or transportation when necessary; and
- Assisting in maintaining supplies, records, and equipment at clinic sites and outreach offices.
