
310.10

Program Coordinator Guidelines

Qualifications and Requirements

Required education and experience

A WIC program coordinator must possess a minimum of a baccalaureate degree in nutrition, nursing or health-related field or be a registered nurse (RN), licensed dietitian (LD), or licensed social worker (LBSW).

Desirable experience and skills

The following experiences and skills are desirable:

- Six months of public health experience related to improving, maintaining, and protecting the general condition of health within society either on a personal, institutional, organizational or community basis.
 - Supervisory experience,
 - Program administration experience,
 - Computer skills including experience with word processing and spreadsheet software,
 - Ability to effectively communicate and work with a variety of socioeconomic groups with possible language/cultural barriers, and
 - Ability to work with community leaders and health professionals.
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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 coordinator

The program coordinator is responsible to the director of the local employing agency and receives technical assistance from staff of the state WIC office.

Responsibilities

Introduction The program coordinator has administrative and supervisory responsibilities for the following areas of WIC program management.

Grant development The program coordinator's grant development responsibilities include:

- Coordinating the local WIC program,
- Interpreting state and federal guidelines,
- Developing the agency budget in compliance with state and federal policies,
- Functioning as a member of the agency chart audit team,
- Interpreting data system reports, and
- Participating in community needs assessment in the agency service area.

Contract management The program coordinator's contract management responsibilities include:

- Attending meetings and workshops relevant to program operations,
- Monitoring compliance with state and federal guidelines,
- Managing the WIC program efficiently while fulfilling all contract requirements,
- Overseeing accurate completion of all agency reports and records,
- Overseeing contractual relationships with health providers and vendors and providing training to these groups, and
- Conducting vendor monitoring as directed by state personnel.

Adjunct to health care services The program coordinator's responsibilities as an adjunct to health care services include ensuring:

- Coordination of services with Maternal Health and Child Health;
- Coordination with and referrals to family planning agencies;
- The promotion of childhood immunizations for program participants;
- Referral of WIC participants to other sources of health care as needed;
- Documentation and follow-up of all referrals; and
- Linkages with each local board of health (LBOH) are established so WIC remains within the scope of public health practice at the community level. This may include assisting the LBOH in the performance of the core public health functions of assessment, assurance, and policy development for the maternal and child population.

Outreach The program coordinator's outreach responsibilities include:

- Serving as a health professional representing the WIC program to the public;
- Providing program information to interested professionals, outside agencies, organizations and individuals; and
- Directing WIC outreach activities.

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Responsibilities, Continued

- Supervisory** The program coordinator's supervisory responsibilities include:
- Organizing and managing all clinic sites, including determination of clinic sites, hours of service, and scheduling issues;
 - Arranging for transfer of needed equipment, forms, and food instruments to clinic sites on appropriate days;
 - Supervising both professional and non-professional agency staff;
 - Recruiting, training, and monitoring all personnel, including outreach workers and project volunteers as they are involved in the WIC program; and
 - Working with agency dietitians, nurses and state personnel to provide in-service training to project staff about policy changes and changes in the science of health and nutrition that influence health, nutrition, and food education activities.
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- Oversight** The program coordinator's oversight responsibilities include maintaining:
- **Food instrument** security and physical inventory,
 - Equipment inventory,
 - Clinic environment that promotes and supports breastfeeding,
 - Updated agency policies and procedures, and
 - Agency compliance with:
 - National Voter Registration Act of 1993,
 - Americans with Disabilities Act of 1990,
 - Section 504 of the 1973 Rehabilitation Act, and
 - Affirmative action plans.
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- Data System** A program coordinator's data system responsibilities may include:
- Setting up computers and printers correctly, and preparing for transport;
 - Maintaining data system equipment;
 - Entering information into the data system; and
 - Report data system issues to the WIC HelpDesk
 - Review reports on a regular basis to assess trends
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Responsibilities, Continued

**Interaction
with various
programs**

The program coordinator's position may require communication or interaction with:

- Iowa Department of Public Health,
 - Department of Human Services,
 - Public Health Nursing,
 - Area physicians, HMOs and hospital staff,
 - Area Education Agency,
 - Family Planning agencies,
 - Lead Poisoning Prevention programs,
 - Child Health Specialty clinics,
 - Maternal Health programs,
 - Child Health programs,
 - Head Start,
 - Child Care Resource and Referral agencies,
 - Staff of other WIC contract agencies,
 - I-Smile, and
 - Other community groups
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