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**310.18****Support Staff Guidelines****Qualifications and Requirements**

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**Qualifications** A support staff person must have a high school diploma or the equivalent.

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**Desirable skills** The following experiences or skills are desirable:

- Computer skills, specifically word processing and/or data entry,
- Common office equipment experience
- Ability to work well with a diverse population of low-income persons with possible language/cultural barriers, and
- Ability to work well with health professionals.

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

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

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**Supervision of support staff** Support staff are responsible to the agency's WIC program coordinator and/or the clinic manager, and receive technical assistance from agency professional staff and staff of the state WIC office.

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## Responsibilities

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**Introduction** Support staff 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.

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**Clinic preparation and follow-up** Support staff clinic preparation and follow-up responsibilities may include:

- Reminding participants of appointments,
- Preparing necessary participant notices for distribution,
- Assisting in clinic set-up/tear-down, and
- Providing missed appointment reminders for participants not keeping appointments.

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**Intake** Support staff intake responsibilities may include:

- Verifying participant residence, identification, and income;
- Interviewing participants to complete demographic information;
- Documenting physical presence;
- Offering voter registration to participants;
- Assisting participants in filling out forms;
- Obtaining immunization records from participants; and
- Initiating and directing clinic flow.

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**End of appointment and scheduling** Support staff **end of appointment** and scheduling responsibilities may include:

- Scheduling participant certification, nutrition education, and follow-up appointments and provide appointment notices;
- Checking for appropriate signatures, titles, and dates on the rights and responsibilities form;
- Answering participant questions accurately or referring to appropriate clinic staff; and
- Reminding participants to bring immunization records to clinics.

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**Data system** Support staff 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;
- Report data system issues to the WIC HelpDesk

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## Responsibilities, Continued

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**Food instrument distribution**

Support staff food instrument distribution responsibilities include:

- Explaining use of WIC food instruments and Farmers Market checks to participants,
  - Explaining appointment procedures, including use of proxy,
  - Distributing food instruments according to predetermined package needs,
  - Assuring the security of WIC food instruments in clinic, and
  - Maintaining the daily file.
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**Grant management**

Support staff grant management responsibilities include:

- Promoting and supporting breastfeeding efforts,
  - Assisting in maintenance of WIC financial and participant records,
  - Typing and filing any program correspondence or reports,
  - Offering suggestions for changes in program procedures, and
  - Identifying potential participants/population areas for outreach efforts.
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**Other tasks**

Additional support staff responsibilities include:

- Sorting and filing materials received from the state WIC office;
  - Providing guidance and clarification for outreach workers;
  - Assisting in maintaining office and medical supplies, records, forms, and equipment at clinic sites, outreach offices, etc.;
  - Attending staff meetings and in-services;
  - Functioning as a member of the agency quality assurance team;
  - Send completed voter registration forms to county auditors;
  - Assisting state WIC staff in monitoring vendors; and
  - Performing other related duties as assigned by WIC program coordinator or clinic manager to ensure effective program operation.
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## Responsibilities, Continued

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**Interaction  
with various  
programs**

The support staff position may require communication or interaction with:

- Iowa Department of Public Health
  - Local 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,
  - Staff of other WIC contract agencies,
  - I-Smile, and
  - Other community groups.
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