

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 6775
Grade: 23
FLSA: Exempt

Standard Job Description

Job Title
Manager of Women, Infants & Children (WIC)
Program

Department
Ambulatory

Job Summary

The WIC Director will provide oversight of WIC activities at all Cook County Health & Hospitals System (CCHHS) locations. Assures the CCHHS WIC program is in compliance with Federal and State WIC requirements. Coordinates WIC contracts awarded to CCHHS. Represents CCHHS in discussions, meetings and conferences with regional, state and federal WIC representatives. Remains current of changes to the WIC program keeping CCHHS system leadership informed as required. The WIC Director stays informed and advises CCHHS leadership of opportunities for grants and contracts related to other state and federal nutrition programs for all ages. Works with local food banks. Advises CCHHS medical homes on nutritional issues and community resources. Participates and represents Ambulatory Community Health Networks (ACHN) centers on all system nutrition related committees and meetings.

This position is exempt from Career Service under the CCHHS Personnel Rules.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meeting

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCHHS management policies practices
- Access and proficiently navigate CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

General Administrative Responsibilities continued

Management

- Contribute to the management of CCHHS staff and CHSS' systemic development and success
- Discuss and develop CCHHS system policy and procedure
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Leads implementation and expansion of WIC programs as required
- Supervises staff performing WIC functions including dietitians, medical assistants, health advocates, and clerical staff
- Oversees scheduling of clinical and support staff based on patient care needs
- Conducts initial and ongoing WIC requirement training for staff assigned to perform WIC activities in CCHHS locations
- Monitors the WIC contract to ensure CCHHS patients are receiving full benefits
- Attends WIC meetings and participates in WIC conference calls as required by federal and state granting agencies. Distributes information from these meetings to center staff as appropriate.
- Monitors WIC activities in centers to ensure compliance with regulatory requirements and that CCHHS patients are receiving full benefit
- Generates and distributes routine reports providing updates on program activities
- Serves as a point of contact for WIC information, developing implementation plans for new processes, disseminate new program materials, provide training on new requirements for WIC staff, monitor staff compliance
- Coordinates and prepares activities for site visits for annual survey. Develops corrective action plans as necessary
- Participates in the interview and selection process of WIC staff
- Establishes and maintains processes to ensure resources provided by governmental agencies and CCHHS for WIC program are appropriately utilized
- Develops and provides routine reports on WIC activities including center specific performance
- Works with Human Resources in the recruitment and retention of staff
- Ensures interdisciplinary staff, contractual staff, students and volunteers meet key CCHHS performance requirements
- Prepares and completes Request to Hire (RTH) Packets for submission to Human Resources
- Resolves conflict among staff
- Maintains specific information required as it relates to the WIC contract to ensure funding
- Coordinates with Human Resources to ensure proper documentation and maintenance of employee records
- Ensures compliance with HIPAA, emergency and disaster preparedness communication, Material Safety Data Sheet (MSDS) global harmonized system, universal precautions, confidentiality, security and privacy
- Ensures compliance with annual staff training and all organizational policies

Typical Duties continued

- Ensures clinical staff is current on licenses, Cardiopulmonary resuscitation (CPR) and other job requirements
- Follows downtime procedures for all defined emergency codes at site (computer downtime, electrical, fire, etc.)
- Complies with CCHHS policies, procedures, and other regulatory requirements
- Performs other duties as assigned

Reporting Relationships

Reports to the Chief Operating Officer Ambulatory Services

Minimum Qualifications

- Registered Dietician (RD) certification*
*Must maintain licensure Continuing Professional Educational (CPE) requirement for the State of Illinois
- Five (5) years of work experience as a Dietician
- Two (2) years of experience in WIC program

Preferred Qualifications

- Two years' experience in a Urban Hospital, Health System, and Federally Qualified Health Center (FQHC)
- Experience with community based health programs and centers
- Experience with Women, Infants, Children Supplemental Nutrition Program Contract management experience

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of personal computers and basic Microsoft Office (Word, Excel)
- Thorough knowledge of standard office practices and procedures
- Strong verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Exceptional organizational skills
- Ability to use word processing, database and software programs
- Ability to record and transcribe dictation/minutes for meetings
- Ability to maintain commitment to confidentiality in all encounters
- Ability to demonstrate the knowledge and skills necessary to provide care based on physical, psychological, educational, safety and other criteria appropriate to the age of the patient
- Ability to exercise independent judgment, comprehend and follow complex verbal and written instructions
- Ability to work flexible hours
- Ability to walk and stand for prolonged periods
- Ability to effectively interact and cope with multiple distractions and demanding interactions and encounters
- Ability to bend, lift push and pull to assist in the access and provision of care to patients

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Debra S. Carey _____ Date _____
Debra Carey
Chief Operating Officer Ambulatory Services

Approval: _____ Date _____
Gladys Lopez
Chief of Human Resources