

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



Job Code: 8114
Grade: 24

Standard Job Description

<u>Job Title</u>	<u>Department</u>
Director of Women, Infants & Children (WIC) Program	Ambulatory & Community Health Network

Job Summary

The Director of Women, Infants & Children (WIC) Program will provide oversight and coordinator activities of the WIC program at all Cook County Health & Hospitals System (CCHHS) locations. Assures the CCHHS WIC program is in compliance with Federal and State WIC requirements. Reviews WIC contracts awarded to CCHHS. Oversees the CCHHS community outreach efforts, which includes working with local food banks and other agencies, to promote the WIC program.

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

Management

- Contribute to the management of CCHHS staff and CHHSS' systemic development and success
- Discuss and develop CCHHS system policy and procedure

General Administrative Responsibilities continued

- 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

- Directs, coordinates, implements and evaluates the contracted awarded and services provided by the WIC program.
- Oversees the guidance and supervision of staff performing WIC functions including dietitians, medical assistants, health advocates, and clerical staff.
- Collaborates with the Ambulatory Clinic Managers to schedule clinical and support staff based on patient care needs.
- Reviews training material used to conduct initial and ongoing WIC requirement training for staff assigned to perform WIC activities in CCHHS locations. Makes recommendation to update training materials, when necessary.
- Serves as nutrition advisor with clinic staff especially for women and children.
- Reviews WIC contract utilization and monitors clinic performance to ensure compliance with regulatory requirements and that CCHHS patients are receiving full benefit.
- Maintains quantitative data supporting the WIC contract to ensure continued funding.
- Analyzes reports providing updates on program activities including center specific performance measures, such as program participation.
- Coordinates and prepares activities for site visits for annual survey. Develops corrective action plans as necessary
- Oversees the CCHHS community outreach efforts, which includes working with local food banks, to promote WIC program.
- Participates in the processes of interviewing, hiring, and conducting performance evaluations of WIC staff.
- Ensures resources provided by governmental agencies and CCHHS for WIC program are appropriately utilized.
- Ensures compliance with HIPAA, emergency and disaster preparedness communication, Material Safety Data Sheet (MSDS) global harmonized system, universal precautions, confidentiality, security and privacy
- Follows downtime procedures for all defined emergency codes at site (computer downtime, electrical, fire, etc.)
- Complies with CCHHS policies, procedures, and other regulatory requirements ensuring interdisciplinary staff, contractual staff, students and volunteers meet key CCHHS performance requirements.
- Attends WIC meetings and participates in WIC conference calls as required by federal and state granting agencies.
- Performs other duties as assigned

Reporting Relationships

Reports to the Chief Operating Officer Ambulatory Services

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Registered Dietician (RD) certification* or ability to obtain Illinois state license by start of employment*
*Must maintain licensure Continuing Professional Educational (CPE) requirement for the State of Illinois
- Five (5) years of work experience as a Dietician
- Three (3) years of Women, Infants & Children (WIC) program experience

Preferred Qualifications

- Master's degree from an accredited college or university
- Two years' experience in a Urban Hospital, Health System, and Federally Qualified Health Center (FQHC)
- One (1) year of Women, Infants, and Children Supplemental Nutrition Program contract management experience
- Experience with community based health programs and centers

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and familiarity with WIC Laws and Regulations
- Knowledge in the use of Microsoft Office (Word, Excel)
- Thorough knowledge of standard office practices and procedures
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups.
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Ability to maintain commitment to confidentiality in all encounters
- Ability to meet department and divisional productivity thresholds
- 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 train by presenting concepts and demonstrating tasks
- Demonstrate attention to detail, accuracy and precision
- Ability to prioritize, plan and organize projects and tasks
- 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 Carey
Deputy Chief Executive Officer, Operations

Date

Approval:

Barbara Pryor
Deputy Chief of Human Resources

Date