



HEALTH SERVICES WORKER JOB DESCRIPTION

Job Title: Health Services Worker	
Dept./Division: PH&SS/WIC	Job Class Code: 1520
Pay Grade: 114	PCN: 1520001
FLSA: Non- Exempt	Effective Date: October 2007
Representation Status: Teamsters Combined	Revision Date: June 2025
Reports To: WIC Manager	

NATURE OF WORK

Under close supervision, conducts eligibility interviews, certifies applicant eligibility, and issues food vouchers for the WIC (Women, Infant, and Children) program; provides nutrition education, general health information, and referral to community and medical resources.

ESSENTIAL FUNCTIONS:

The following duties are the fundamental, crucial job duties performed by this position. This is not a comprehensive list of all tasks that may be assigned. Incumbent may be required to perform other duties as assigned and appropriate for the position.

- Explains WIC program to participants and determines eligibility; obtains health history, performs anthropometric assessments of infants, children and women, and assesses growth pattern.
- Interviews clients, collects family information, and enters data obtained from interview in the State database; documents client service delivery according to state procedures and standards.
- Assesses nutritional needs of WIC participants based on clinical, anthropometric and socioeconomic information; determines eligibility based on income, address and proof of identity; explains eligibility criteria, participant responsibility and WIC policies.
- Performs hemoglobin procedures, following universal precautions/blood-borne pathogen protocol; assesses diet as it applies to WIC guidelines, makes appropriate recommendations and refers high-risk clients to dietitian; assesses clients for medical/nutritional risk factors and identifies high-risk criteria.
- Coordinates the development and implementation of an individual care plan; refers individuals to other health professionals and agencies.
- Provides nutrition education and breastfeeding promotion and support; prescribes WIC food package and prints food checks.
- Performs duties in main office and outreach clinics, which includes driving to satellite locations, setting up, breaking down, and cleaning site.

- Plans and prepares individual and group educational materials in conjunction with the dietitian, which may include display boards, bulletin boards, and handouts.
- Assists in educating the public on health and healthy behaviors and on community services available through Public Health Department and other community resources.
- Assists in compiling and maintaining records, reports and statistical information.
- Maintains absolute confidentiality of work-related issues, personnel records and County information; complies with the confidentiality standards of the Privacy Act of 1974, {U.S.C. § 552A} as amended, and HIPAA policies and procedures.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and off-site facilities; work involves light physical demands and frequent use of a personal computer.

QUALIFICATIONS:

REQUIRED: High School Diploma or G.E.D. equivalent; AND one (1) year of experience in a medical or social services program. A valid Driver's License is required.

PREFERRED: Must obtain a Washington State Health Care Assistants within 90 days of hire. Bilingual skills (English/Spanish) may be required.

COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors):

Knowledge of:

- Applicable policies, procedures, and regulations covering WIC nutritional health programs.
- Principles and practices of nutrition and child development.
- Principles of record keeping and records management.
- Business and personal computers, and standard software applications.

Skills in:

- Entering data into a computer system with speed and accuracy.
- Interacting with people of all social, economic, cultural, and ethnic backgrounds.
- Maintaining accurate records.
- Operating a personal computer utilizing standard and specialized software.
- Establishing and maintaining effective working relationships with co-workers.

Ability to:

- Learn and follow County policies and procedures.
- Follow verbal and written instructions.

Behaviors:

- Regular, reliable attendance.

As the incumbent in this position, I have received a copy of this position description.

Employee's Name

Employee's Signature

Date