



**COMMUNITY BRIDGES**  
**PUENTES DE LA COMUNIDAD**

**Posted: October 13, 2017**

**Open until filled**

**POSITION: NUTRITION ASSISTANT II**  
**(BILINGUAL SPANISH/ENGLISH REQUIRED, BILITERATE PREFERRED)**

**PROGRAM: WOMEN, INFANTS & CHILDREN PROGRAM (WIC)—WATSONVILLE**  
**A PROGRAM OF COMMUNITY BRIDGES**

**POSITION DESCRIPTION:**

Under the supervision of the WIC Site Manager and Supervising Nutritionist, provides technical, educational, interpretive and office support for the Women, Infants & Children nutrition program; performs related work as assigned.

**DUTIES & RESPONSIBILITIES:**

1. Greets and interacts with clients and the public in a cordial and welcoming manner, communicates with clients and the public by phone, text, email, or in person to provide information, schedule appointments, and appointment reminders.
2. Interviews WIC applicants; explains eligibility requirements, program procedures and regulations; gathers necessary information and forms as required to determine initial and continued eligibility.
3. Collects and assesses medical, nutritional, personal, and financial information submitted and determines WIC eligibility under state guidelines; certifies and recertifies WIC participants on a periodic basis, per current WIC policies and procedures. Maintains required state certification as a WIC Nutrition Assistant (WNA).
4. Distributes WIC Food Instruments (FI) to program participants, maintains accurate records of such distribution as required, and follows all policies and procedures pertaining to FI accuracy and security. Stays current on all program integrity processes pertaining to FIs.
5. Provides individual and group nutrition and breastfeeding education for WIC clients as trained. Assists Nutrition Education Coordinator with class preparation, including preparation of foods for demonstration. Maintains required documentation of all individual and group client contacts in WIC MIS.
6. Provides manual and electric breast pumps to breastfeeding WIC clients per protocol; instructs client on how to use the pump and completes required documentation.
7. Participates in ongoing training to stay current on WIC Program policies and procedures, including how to counsel clients and teach new WIC classes. Reads email

promptly, as well as assigned books, articles and training materials on nutrition, breastfeeding, and other job related topics.

8. Weights and measures WIC clients, including infants, children and women. Accurately records height and weight in WIC MIS per standard WIC procedures.
9. Refers mothers to the WIC nutritionist or dietitian, lactation consultant, breastfeeding peer counselor, mother or baby's physician or nurse, public health programs in the community and social service agencies according to established protocols.
10. Provides WIC outreach information to clients, the public and the community partners to increase access to WIC, to encourage WIC participation and promote the WIC mission of increasing breastfeeding and improving nutrition and physical activity among WIC clients. May provide information about WIC through the media or public speaking.
11. Provide some verbal and written translation from English to Spanish, as needed to conduct routine WIC duties.
12. Performs a variety of general office support activities such as maintaining office organization; preparing correspondence; copying and filing; cleaning electric breast pumps; and maintaining tidiness in WIC waiting area, demo kitchen, classroom, and work station.
13. Provides excellent customer service to internal and external customers supporting the values, mission and goals of the WIC Program while adhering to WIC policies. Responds promptly to email, phone and written communication and consults with supervisor as needed.
14. Promotes good nutrition, physical activity and breastfeeding as the cultural norm.
15. Promotes a breastfeeding friendly environment at the WIC site.
16. Maintains client confidentiality at all times. Completes annual training in clients' confidentiality and conflict of interest.
17. Develops and maintains effective working relationships with coworkers, supervisors, agency staff members, community partner organizations, and the public.
18. Communicates effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates knowledge of and sensitivity to their needs.

*Job descriptions are intended to be illustrative only; they are not designed to be restrictive or to define each and every assigned duty and responsibility. In an organization of this nature, each employee is expected to perform such duties as necessary to fulfill the stated goals of the agency.*

## **EMPLOYMENT STANDARDS:**

### ***Knowledge of:***

- common nutritional risk factors for pregnant or breastfeeding women and small children;

- basic benefits and techniques of breastfeeding;
- basic interviewing, counseling, and education techniques;
- basic communications, civil rights and culturally competency;
- WIC MIS documentation and food instrument issuance procedures; and
- appropriate referral agencies through which the WIC participants may obtain additional, necessary social and medical care services.

***Skill in:***

- utilizing technology and a variety of software and hardware for communications, data collection and reporting, presentations and research;
- counseling and educating parents;
- effective communication with persons of varied socio-economic backgrounds;
- identifying the need, and in referring clients to other social and medical care services;
- reading, interpreting, and applying complex regulations and policies;
- maintaining accurate records and preparing periodic reports;
- making presentations to individuals and groups;

**MINIMUM QUALIFICATIONS:**

- Must be bilingual English/Spanish; Biliterate English/Spanish preferred.
- Must be computer literate and able to learn Outlook and WIC Information System (WIC MIS).
- Must have some experience that demonstrates good verbal and written language skills.
- Must have experience and demonstrate skill in working directly with people, and in communicating in a culturally competent manner with an understanding of excellent customer service principles.
- Must demonstrate an interest in public health, life cycle nutritional needs, in learning about common nutritional risk factors for pregnant or breastfeeding women and small children, and in providing learner-centered education to WIC clients.
- Must be able to perform basic arithmetic calculations.

**OTHER REQUIREMENTS:**

- Must be able and willing to work at a computer station for full work days, use the internet, and email for work related information and communications.
- Must be able and willing to work on a telephone for full workdays.
- Must be able to lift up to 20 pounds easily and routinely.
- Must complete and maintain state WNA certification for determining client eligibility.
- Must have a valid CA driver's license, drive a motor vehicle incidental to the performance of the work and be insured.
- Must be willing to work at Watsonville, Santa Cruz and Felton WIC sites, as assigned.
- Must be willing to work some evening and occasional weekend hours.
- Must pass a criminal background check and maintain a clean record.

**HOURS AND RATE OF PAY:**

- This is a regular, non-exempt, 40 hr/wk position, although hours of actual work may vary, including some evening hours as needed.
- The entry rate of pay for this position is \$14.86-\$16.82/hr, DOE (plus a \$0.40/.10 per hour bilingual/biliterate differential after passing a test administered by the Human Resources Department).
- Regular, on-site attendance is required of this position.

**UNION:**

The Nutrition Assistant II position is represented by the SEIU bargaining unit.

**BENEFITS:**

- For employee: shared cost medical, dental, vision, & life insurance. This benefit package is valued at \$7K/year.
- First year: 12 vacation days and 13 holidays, with accrual based on 40 hr/wk.
- Sick leave: Eight hours/month, with accrual based on 40 hr/wk.
- May be eligible for up to 4 Wellness Floaters per year after satisfying all eligibility requirements.
- 1 Birthday Floater after satisfying all eligibility requirements.
- 401(k) Retirement Plan: Agency matches employee contribution up to 1% of annual salary upon completion of six month employment, effective during open enrollment period.
- Flexible Spending Account (FSA)
- Dependent Care Reimbursement Program
- Paid half hour lunch.

**TO APPLY:**

- Please submit your Community Bridges application by email (hr@cbridges.org), fax (831-688-8302) or in person.
- Resumes can be submitted but will not be accepted in lieu of an employment application.
- The application may be downloaded at: <https://communitybridges.org/employment/>
- If applicable, please submit any college transcripts, licenses, and/or certificates as an attachment to your application.

**COMMUNITY BRIDGES IS AN EQUAL OPPORTUNITY EMPLOYER.**

**Applicants shall not be discriminated against because of age, ancestry, color, religious creed, denial of Family and Medical Care Leave, disability (mental and physical), marital, familial or parental status, medical condition, genetic information, military and Veteran status, national origin (including language use restrictions), race, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, political affiliation or sexual orientation.**