



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	215-1400-001	Last Revised:	05/18/2016
Position Title:	Manager, WIC	Department:	WIC Program
Reports to:	Health Operations Director	Division:	Public Health & Human Services

Primary Function: Plans, directs, and oversees the administration and accountability of the WIC Program which is funded through a grant from the USDA. Operates within the Health and Medical Division to provide improved nutritional services to women, infants, and children qualifying for the program.

- Job Duties and Responsibilities:**
- Plans, directs, and coordinates the overall operations of the WIC Program according to established USDA, EBCI Tribal, and HMD policies and guidelines in addition to all applicable local and/or state policies.
 - Establishes and implements program goals and objectives.
 - Functions as a State WIC Program Director.
 - Provides direction to subordinates and approvals to carry out plans and activities consistent with the goals and objectives of the WIC Program.
 - Determines and approves the request and receipt of WIC funds for all program operations from the Federal Reserve Bank.
 - Oversees the timely and accurate reporting of WIC operations to federal, state and tribal agencies.
 - Prepares and submits annual State Plan and Procedure Manual including budgets and requests.
 - Reviews operating results of WIC and initiates/implements program modifications and corrective action as needed.
 - Maintains an effective department through the selection training, promotion, motivation, counseling, and evaluation of subordinates.
 - Ensures department personnel and activities are in compliance with all local, state, federal guidelines of: the USDA WIC Program, OSHA, HMS, CIHA, etc.
 - Provides assistance as needed through problem solving and consultation on specific issues, questions, and policy interpretations.
 - Provides individual and/or group nutritional instruction and/or breastfeeding education to participants based on specific needs.
 - Coordinates the quality assurance activities of the program operations.
 - Oversees budget/expenditures and initiates corrective action as needed to ensure cost containment and compliance with budget objectives.
 - Directs and assists in all areas of WIC certification process ensuring valid documentation of data when needed.
 - Develops and documents individual care plans within participant's medical records when providing nutrition counseling.
 - Develops food packages based on nutritional/medical condition, cultural or personal preference, and/or situation.
 - Assesses, documents, and notifies individuals found to be ineligible for WIC benefits.
 - Responds to unusual client situations or complaints; represents the WIC Programs' position and tribal policy and guidelines.
 - Represents the WIC Program on various committees, meetings, seminars, etc. to remain

current on issues and represent the interest of EBCI, HMD, NWA and NINAWC.

- Performs all duties according to safety guidelines and tribal policy.
- Performs other duties as requested by supervisor.
- May be necessary to work when Administrative Leave is granted if patient care would be compromised.
- Participates in professional development, training, seminars, and meetings as required.

Maintains current licensure, certifications or other appropriate professional standards.

- In the event of a public health emergency, may have different duties assigned for the duration.

**Education
/Experience:**

A B.S. degree in a Business or Health Care field is required. A minimum of three years supervisory experience in progressively responsible positions is required. Specific training or two years experience in providing social services, and specific experience working with Native Americans. Experience in financial management, grant writing and management, and basic computer skills (Word, Outlook, Power Point, and Excel) required. Up to one year in the position is necessary to become proficient in most phases of the job.

Job Knowledge:

- Must have the ability to plan, organize, and direct the WIC Program for the EBCI as a part of the USDA grant.
- Must have thorough knowledge of all applicable policies, procedures, guidelines, goals, and objectives of the WIC Program, EBCI, CIHA, and PHHS.
- Requires the ability to read and interpret federal program guidelines, rules, and regulations as well as tribal, local, and/or state WIC policies.
- Requires the ability to prepare budgets, annual Plan, and Procedures Manual, and update same with revisions and corrective action plans.
- Requires the ability to assist in all phases of WIC certifications, educational activities, and food delivery procedures.
- Must have administrative and management skills. Requires the ability to communicate effectively, both verbally and in writing, including public speaking.
- Must have the ability to compile data and prepare program reports, recaps, and summaries.
- Must be familiar with EBCI culture and the Qualla Boundary geography.
- Requires computer skills and knowledge of specified software applications.
- Must possess knowledge and experience in financial management, including grant management and grant writing.
- Must possess a valid North Carolina driver's license.

**Complexity of
Duties:**

This position is responsible for assisting in maximizing the available resources to develop and maintain the WIC Program that best meets the constantly changing needs of the community. Must have the ability to interpret policy, laws, and regulations in order to make decisions when a precedent is not available. Duties require the application of administrative judgment and problem solving skills in order to be effective. At times may be dealing with individuals who are highly agitated, emotional, or out of touch with reality.

**Contact with
Others:**

Interacts frequently with coworkers, clients, and other health professionals for the purpose of exchanging information, obtaining, or providing assistance. Serves on various local, community, and health committees, boards and advisory councils, as appropriate. Tact, courtesy, and professional conduct are required to maintain positive working relationships. Utmost sensitivity and confidentiality is required when dealing with clients and families.

Confidential Data:

All WIC data is considered highly confidential and strict adherence to all applicable tribal confidentiality policies, procedures and guidelines is required, including but not limited to Indian Health Service regulations on Privacy, 42 CFR, HIPPA, Code of Conduct, and any applicable industry standards. Improper handling of confidential information could result in damage to

client relations, professional reputation, and credibility of the program. Has access to all client files, memos, informal contract proposals, budget information, personnel files, and individual health record information, which are considered confidential and privileged.

**Mental /Visual
/Physical Effort:**

Close attention to detail and mental concentration are required while performing administrative duties. Is subject to frequent interruptions requiring varied responses, which can cause distractions. Physical effort required to perform the job includes sitting, standing, walking, reaching with arms, bending, manual dexterity, visual acuity, and the ability to speak and hear. Requires the analytical ability to evaluate theoretical as well as practical applications. Requires the ability to abstract thought and switch rapidly to concentrate problem-solving skills.

Environment:

Works in both office and clinical environments, including but not limited to inpatient, outpatient, and outside work sites, with the potential, at times, of exposure to contagious disease and infection. Must adhere to OSHA universal precautions to maintain a safe work environment.

**Extent of
Supervision:**

This position has overall management and supervisory responsibility for the WIC Department and its various programs, activities, and personnel. Duties include preparation and administration of budgets; selection, motivation, evaluation, and termination of employees; and establishment of long range goals and objectives.

**Scope of
Supervision:**

Directly oversees and manages 6 employees.

**Supervision
Received:**

Works under the general guidance of the Operations Director where goals, objectives, policies, and procedures are well defined. Works independently within applicable licensing regulations where latitude for creative thinking, initiative, and discretion are given to achieve department goals and objectives.

**Responsibility for
Accuracy:**

Most errors would be detected with proofing and review procedures. Failure to properly manage and direct activities could result in ill will for the department, delays in client services, and negative client and community relations. Ineffective planning could have adverse effects on the health status of the community by limiting access to necessary resources. Accuracy of data and research is critical in the allocation of tribal resources. Responsible for the adherence to policy and procedure. Inappropriate actions or inaccuracies in judgment could result in improper service provision, serious liability for the tribe, or more serious risks to patients.