

NUTRITION SERVICES SUPPORT STAFF

General Description and Examples of Work

General Description

Nutrition Services Support Staff complete and/or assist in various aspects of client certification, including communication of program requirements.

Examples of Work

Clerk

- a. Determine client eligibility including verifying identity, residency, presences, and income
- b. Review program requirements with client, including Client Agreement
- c. Provide clients with EBT card issuance and review food package information with client
- d. Schedule client appointments according to policy (refer to MI-WIC Policy 3.01, Processing Timeframes and Appointment Scheduling)
- e. Provide referrals to breastfeeding peer counselor. See Policy 4.02 Client Breastfeeding Education
- f. Perform other responsibilities as assigned by the state or local agency
- g. Participate in promotion and retention efforts to improve caseload

Technician

(Refer to Laboratory and Anthropometric Manual for more specific requirements)

- a. Complete anthropometric and hematological measurements and documentation
- b. Complete appropriate tasks in the MI-WIC System, including reviewing client immunization status
- c. Participate in promotion and retention efforts to improve caseload

Call Center Staff (Scheduler role)

- a. Answer incoming telephone calls from potential and existing clients.
- b. Schedule appointments.
- c. Provide referrals to breastfeeding peer counselor. (See Policy 4.02 Client Breastfeeding Education.)

References:

- 3.01 Processing Timeframes and Appointment Scheduling
- 4.02 Client Breastfeeding Education