



## CLASS SPECIFICATIONS

**Class Title:** Bureau Manager, WIC  
**Department:** Health  
**FLSA:** Exempt

**Class Code:** 5572  
**Grade:** 23  
**Eff. Date:** 10/25/2017

### GENERAL PURPOSE

Under the general guidance and direction of the Division Director, performs professional administrative/managerial duties in planning, developing, organizing, supervising and monitoring the Women Infants & Children (WIC) program.

### EXAMPLE OF DUTIES

Monitors and ensures compliance with federal and state laws, rules, regulations and guidelines; ensures compliance with all County policies, procedures and practices. Ensures established regulations and standards are fair and consistent with state and federal law. Reviews and evaluates impact of proposed federal and state laws on program objectives.

Hires, supervises and evaluates employees; participates in staffing decisions including recruitment, promotion, training, performance appraisals, workload scheduling and employee retention. Ensures adequate staff training; provides technical assistance as necessary; assigns and evaluates workloads; prepares work schedules and coordinates scheduling and staffing needs with other clinics. Ensures that clinic schedules meet client needs. Conducts performance appraisals in compliance with all County policies, procedures and practices; establishes criteria to assess and maintain competency of bureau staff; directs methods and programs to assure appropriate professional training.

Creates a culture of exceptional employee performance by managing and developing staff through review of performance data, coaching, training, performance appraisal and recognition. Promotes best practices by establishing professional standards of care.

Provides oversight and leadership on the development of appropriate metrics to monitor program compliance and guide program decisions. Assures best practices are developed and coordinated for effective service delivery.

Ensures clinic supplies are adequately stocked; ensures clinic facility equipment/machines are properly maintained and addresses equipment/machine discrepancies or repairs in a timely manner. Ensures that clinic/work facilities are secured when closed.

Prepares, in coordination with other WIC staff, the annual state nutrition education and evaluation plan as required by the Utah State WIC program.

Monitors and assesses the quality and appropriateness of nutritional services, educational classes, breastfeeding promotion and education, and at-risk population interventions through audits, statistical report reviews, process evaluations, and the implementation of corrective actions. As directed, communicates and collaborates with other health and social service providers to assure continuity of nutrition education throughout the community. Reviews, obtains, and/or develops nutrition education materials for program use and distribution in the community.

Advises the Division Director on issues and changes to policy, challenges, and opportunities related to program strategy and implementation.

Directs and performs grant writing. Assists with contract negotiations, interagency agreements, lease agreements and monitoring bureau expenditures. Assists in developing and implementing the bureau budget.

Prepares reports that detail services provided in the WIC program; prepares and presents oral reports. Facilitates or teaches classes as assigned. Attends all required meetings, trainings and conferences within and outside of Davis County.

Chairs staff in-services/meetings, ensuring the development, implementation and evaluation of program policies and clinic operations are met. Understands and remains updated on clinic processes, computer data entry and nutrition education. Assists with direct clinical services when necessary.

Acts as system administrator for the WIC computer network/software. Ensures appropriate use of system by approved users; investigates and resolves conflicts with WIC computer program issues.

Performs related duties as assigned.

### MINIMUM QUALIFICATIONS

#### 1. Education and Experience:

Graduation from an accredited college or university with a Bachelor's degree in Dietetics, Nutrition, Public Health, Health Promotion or a related field, plus three (3) years of full-time experience in a WIC program. An acceptable combination of education and experience may be considered.

**Preference given for** state-licensed Certified Dietitian (CDR Registered Dietitian), and/or supervisory experience.

#### 2. Special Qualifications:

Must complete a minimum of six (6) semester hours in life cycle nutrition course work approved by the Utah State WIC administration within six months of hire date.

Must pass a criminal history background investigation.

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in the Utah Code, and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

#### 3. Necessary Knowledge, Skills, and Abilities:

**knowledge of:** WIC program regulations, policies, and procedures; current WIC computer system and other applicable computer programs and applications (including MS Excel, Word and Google); nutrition assessment and care plans; nutrition program regulations and eligibility requirements; proper nutrition care and counseling; breastfeeding education; principles of education including behavior modification techniques; current health issues; social marketing

theory; application of principles and practices of effective management and supervisory theory; group dynamics; quality assurance; budgeting/financial management; applicable Federal, State and local regulations; Health Department policies, procedures and practices; community resources, allied groups and agencies relating to human services; Davis County Personnel policies and procedures.

**Ability to:** Assign, supervise, and evaluate the work of others; address performance problems without delay; exercise sound independent judgement; work with diverse groups; set measureable public health performance goals; set and apply strategic planning and financial principles; prepare and manage annual budget and operate within approved budget levels; identify, investigate, analyze and solve problems; organize, plan and set priorities; properly handle sensitive information and maintain strict confidentiality; prepare and present reports; read, understand, interpret and communicate WIC regulations and policies; make oral presentations; work with diverse populations; coordinate multiple tasks efficiently; follow written and oral instructions; communicate effect (orally and in writing); establish and maintain effective working relationships with supervisors, other employees, clients, state and local health departments, other health agencies, the media and the general public.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.***