

# Tiered Paraprofessional Roles in WIC

What's new.

- State required (completed and planned) steps to move to tiered paraprofessional training.
- Share survey results that identified local agencies interested in participating in State sponsored NA training.
- Review anticipated timeline.

## **Objectives for Session**



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- ✓ Update/refine job descriptions (**Complete**)
  - Nutrition Aide I- Second education contacts
  - Nutrition Aide II- Second education and low risk certification/mid-certifications (3-5 year old)
- ✓ Develop standardized orientation and competencies for each local agency position, including expanded nutrition assistant role (**Complete**)
- ✓ Identify existing resources to fulfill competencies and expectations (**Complete**)
- **Develop or modify for Connecticut (In process)**
- ✓ Identify local agencies willing to pilot expanded paraprofessional roles (**Complete**)

**Current preparations/plans**

# ✓ Update/refine job descriptions (**Complete**)

Nutrition Aide I-  
Nutrition Aide II-

## *SAMPLE JOB DESCRIPTIONS*

### **LOCAL WIC NUTRITION ASSISTANT/AIDE I**

#### QUALIFICATIONS:

Demonstration of the following to the satisfaction of the WIC Program Nutritionist:

- ❖ High school diploma or GED equivalency.
- ❖ At least one year of experience working in a medical office or performing clerical duties.

#### **AND**

- ❖ The ability to communicate clearly both orally and in writing
- ❖ The ability to establish rapport with individuals and small groups
- ❖ Successful completion of WIC paraprofessional training program within one year of appointment to the position.

#### DESCRIPTION OF WORK:

Provides nutrition education to low-risk child participants and conduct second nutrition education contacts either individually or in a group setting as designed by the Program Nutritionist, e.g. infant groups including Introduction of Solids, children groups (Building Iron Strong Blood, Being Active with your Child, etc.) and prenatal breastfeeding groups as deemed appropriate. Provides WIC Program participant services including scheduling appointments and updating demographic data and responding to calls.

#### EXAMPLES OF DUTIES:

- ❖ Provides nutrition care for low-risk children at follow-up, including all aspects of:
- ❖ Collect and enter information for the certification process that includes anthropometric and hematological data collection and plot on the appropriate growth chart.
- ❖ Provide and document general participant-centered nutrition education including individual/family sessions and facilitated group discussions (low risk participants only).
- ❖ Provide and document referrals to health and social service programs and appropriate documentation of follow-up.
- ❖ Adequately documents participant contacts to ensure continuity of care, clearly identifying where participants are in the process of change, agreed upon goals and other pertinent information essential for supporting participants.
- ❖ Promote breastfeeding as the normal infant feeding method
- ❖ Assist in the preparation of nutrition education materials (e.g. newsletters, pamphlets), visual aids (e.g. bulletin boards, displays) and activities (e.g. classes).
- ❖ Attend and participate in all training and continuing education sessions offered by the State WIC Program.
- ❖ Other duties as assigned.

- ✓ Develop standardized orientation and competencies for each local agency position, including expanded nutrition assistant role **(Complete)**

| Program Nutritionist<br>CT WIC Staff Orientation<br>Competency Areas   |  | Meets Competencies When...  | Initial<br>Review<br>Date | Sign-off<br>Supervisor<br>Initials | Annual<br>Review<br>Date | Sign-off<br>Supervisor<br>Initials | As<br>needed<br>Date     | Sign-off<br>Supervisor<br>Initials |
|--|--|---|---------------------------|------------------------------------|--------------------------|------------------------------------|--------------------------|------------------------------------|
| <p><b>Complete within 30 days</b><br/>(prior to providing direct participant services)</p> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>View the CT Exceptional Client Services module</li> <li>Review reflection questions</li> <li>Discuss with Supervisor/Mentor</li> <li>Print certificate of completion for employee file</li> </ul> |  | <p>Understands and demonstrates for staff excellent customer service skills.</p> <p><b>WIC staff:</b></p> <ul style="list-style-type: none"> <li>Use good interpersonal skills (VENA: Rapport Building). Is polite and has a customer-friendly manner (deals effectively with upset /emotional participants).</li> <li>Is sympathetic to participant's challenges/interests and language.</li> <li>Listens actively, doesn't interrupt, and limits use of jargon... (Cert, Recert, VOC, etc).</li> <li>Effectively communicates necessary information regarding Certification appointments.</li> <li>Efficient management of clinic flow.</li> </ul> <p>Establishes consistent use of local agency appointment policy, procedures for missed appointments, ensures agency provides appropriate extended hours to increase access to appointments and ensures staff considers participant input for appointment times.</p> <ul style="list-style-type: none"> <li>List 2 reasons why good customer service is important.</li> <li>Rewrite the following statement "The other staff person was wrong! That's not our policy!"</li> <li>Think about a time when you experienced great customer service and bad customer service. Why were they so memorable and what could have made them better?</li> </ul> | <input type="checkbox"/>  | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>           |
| <p><b>WIC Program Eligibility Requirements</b></p> <p>State Plan Policy<br/><a href="#">200 Certification</a></p>  |  | <p>States four components of WIC Program Eligibility and can list the noted exceptions to reduce participant barriers to Program access.</p> <ul style="list-style-type: none"> <li>How would you explain the WIC eligibility components to a potential participant? To a health professional or community partner?</li> <li>Why is it important for participants and WIC partners to be clear about WIC eligibility criteria?</li> </ul>   | <input type="checkbox"/>  | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>           |



✓ Identify existing resources to fulfill competencies and expectations (complete)

- **Massachusetts Nutrition Assistant Training Program**

✓ **Modify for CT**

- 6 full day State sponsored trainings
- Assignments to be completed at the local agency with coaching/mentoring from lead Nutritionist
- Assessment of skills and knowledge learned

## Nutrition Aide II position

- 50% of agencies are interested in the NA II position
- Concerns:
  - MIS/EBT
  - Small staff/agency size
  - Not hiring/no money or space
  - HR requirements to develop new position
  - Current staff issues
  - NAs lacking nutrition background
  - No one suitable to train

## Nutrition Aide/Assistant

- 65% of agencies are interested in a Nutrition Aide/Assistant training



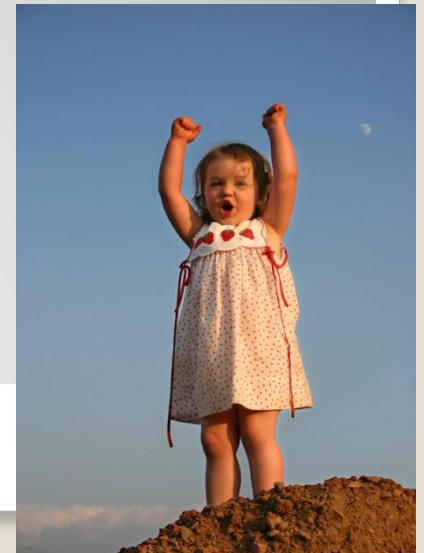
**Thanks to all who completed the survey.**

**Survey Says...**

# Coming Soon.....

- Training of paraprofessionals to
  - Certification and mid-certifications of low-risk children ages (3-5 years old).
  - Provide individual and group second nutrition education contacts.
  - Future trainings for Nutrition Aides/Assistants to provide quality services statewide
- Maintain quality of services for WIC participants and quality of work-life for WIC staff.

**GOAL**



Spring

- Survey interested local agencies to further identify interest/capacity
- Develop training, identify local agency staff eligible for promotion or new hires

Summer

- Continued development of training
- Interview/screen current staff or new hires eligible for NA II position

Fall

- Pilot

**2015 Timeline**

