Position: WIC Intake Specialist
Program: Women Infants Children Program (WIC)
Supervised By: WIC Supervisor
Salary: $19.23 per hour

Benefits

The Foundation for Delaware County (the Foundation) offers a competitive and comprehensive benefits package to support the well-being and professional growth of our employees, including:

- **Health Insurance:** Choice of two Independence Blue Cross Personal Choice PPO medical plans, each paired with a Medical Expense Reimbursement Program (MERP) through Nonstop Health, covering eligible in-network medical and prescription expenses.
- **Dental and Vision Insurance:** Coverage for routine cleanings, exams, major dental work, and allowances for glasses or contact lenses.
- **Maternity and Parental Leave:** Paid leave for birth and non-birth parents, ensuring time for family bonding and recovery.
- **Retirement Plan:** 403(b) plan with an employer match of up to 4%, with immediate vesting.
- **Income Protection:** Short-term and long-term disability insurance, plus employer-paid life insurance equal to one year's salary.
- **Flexible Spending Accounts (FSA):** Tax-advantaged accounts for healthcare and dependent care expenses.
- **Paid Time Off (PTO):** Generous PTO policy, including rollover options, 10 paid holidays (including Juneteenth and Election Day), and 2 floating holidays.
- **Employee Assistance Program (EAP):** Free, confidential counseling and support for legal, financial, and personal challenges.
- **Professional Development:** Access to ongoing training opportunities, with potential certification support based on budget availability.
- **Voluntary Benefits:** Additional coverage options, including accident, critical illness, hospital indemnity, and whole life insurance.

This robust package ensures employees have the resources they need to thrive professionally and personally, reinforcing the Foundation’s commitment to its team.

Duties and Responsibilities

- Assist in the delivery of nutritional care and education to participants in the Women, Infants, and Children Special Supplemental Food Program (WIC).
- Provide clerical support for the program.
- Establish a good rapport with internal and external customers through inbound/outbound call contact.
- Provide bi-lingual phone services to clients via language line services.
- Function as a positive liaison between the customer and the WIC program through client enrollment and education.
- Analyze and identify the needs of the customer.
- Direct clients to the appropriate facilities, programs, and/or services available in our community service area.
- Perform duties in support of all WIC Program Policies and Annual Planning initiatives to ensure the highest quality of customer care in an economically sound and efficient manner in accordance with the Foundation's mission.
- Complete training of WIC Clinic Intake Specialist and provide direct clinic support as assigned.

Qualifications

- High school diploma or equivalent.
- Minimum of 2 years of experience in health care-related fields and/or nutrition education preferred.
- Ability to communicate effectively at all levels, both orally and in writing.
- Ability to support and work effectively with management and co-workers.
- Ability to speak clearly and effectively over the telephone.
- Ability to utilize multiple software programs simultaneously.
- Computer experience required.
- English and Spanish proficiency preferred.

Physical Demands and Sensory Requirements

- Moderate physical effort: lift/carry up to 30 lbs.
- Occasionally lift equipment/supplies.
- Manual dexterity.
- Occasional reaching, stooping, bending, kneeling, crouching.
- Hearing sensitivity bilaterally within normal limits (0–24 db HL), aided or non-aided, and/or speech discrimination within functional limits for telephone and personal communication.
- Ability to communicate verbally.
- Ability to sit in one location for extended periods of time.

Working Conditions

- Occasionally subjected to irregular hours.
- Extensive use of computer equipment.
- Travel required.
- Emergency/crisis situations.
- Potential exposure to infectious/contagious diseases.
- Temperature variations from hot to cold.

Protective Equipment

- Ergonomic equipment.
- Keyboard wrist rests.
- Screen anti-glare devices.

Mandates

- Annual Influenza Immunization (during flu season).

As an organization with a public health focus, we must continue to protect the safety of our clients, our community, and ourselves by doing all we can to reduce the impact of the Influenza disease.

Equal Opportunity Employer Statement

The Foundation for Delaware County is an Equal Opportunity Employer with a culture of high performance and continuous improvement that values learning and a commitment to quality. We strongly encourage individuals from diverse backgrounds, including those from historically marginalized communities, to apply. We use a supportive and collaborative approach in both our internal operations and throughout our work with community partners in Delaware County.

Additional Information

This position is grant-funded and contingent upon grant funding. In the event the grant funding is exhausted, this position may be reduced in hours or eliminated. WIC Program employees are essential workers during times of crisis.

Application Instructions

Interested applicants should send a resume and cover letter to:
HumanResources@delcofoundation.org