

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: LACTATION SUPPORT SPECIALIST I/II/III - WIC
CLASS CODE: I - 5624 II - 5623 III - 5622

FLSA STATUS: NON-EXEMPT
SUPERVISORY STATUS: I - NONE II - NONE III - LEAD

EFFECTIVE DATE: 10/11/2016 (REPLACES 1/31/2012 VERSION)
DEPARTMENT: HEALTH

JOB SUMMARY

Performs lactation support work in providing breastfeeding information and specialized assistance by telephone or in person to women that are pregnant or breastfeeding.

CLASS CHARACTERISTICS

Lactation Support Specialist I: Works under general supervision of the Division Director-WIC and close supervision of the Breastfeeding Coordinator in performing duties at the entry or training level. Performs routine tasks that are less complex or detailed than those performed at the full performance level.

Lactation Support Specialist II: This full performance level works under general supervision of the Division Director-WIC and the Breastfeeding Coordinator. Incumbents in this classification have successfully completed an approved Certified Lactation Educator (CLE) course.

Lactation Support Specialist III: This lead level of the series works under general supervision of the Division Director-WIC and the Breastfeeding Coordinator in providing training and assistance to Lactation Support Specialist I/II's and requires considerable knowledge of lactation issues and techniques as well as the policies, procedures, and laws effecting the work. Incumbents in this classification have successfully completed an approved Certified Lactation Educator (CLE) course.

ESSENTIAL DUTIES

Lactation Support Specialist I:

Serves as initial point-of-contact for pregnant and breastfeeding women calling the Breastfeeding Warmline; answers routine questions regarding appropriate latch, positioning, duration of breastfeeding, infant weight gain, and basic infant nutrition, etc.; refers clients with questions and needs beyond scope of training to appropriate party based upon lactation information gathered.

Makes outbound calls according to established protocol to inform or educate expecting and postpartum mothers of available services and to assess the breastfeeding dyad.

Completes log of incoming and outgoing calls documenting assessment of support needed and subsequent lactation counsel given to specific mother/infant dyads.

Cleans returned electric breastpumps according to protocol and completes cleaning and tracking logs etc.

Monitors educational and promotional handouts at assigned clinic(s) and notifies Lactation Support Specialist III when supplies are low; assists in copying and assembling materials as requested; stocks exam rooms and other areas with said handouts.

Lactation Support Specialist II (in addition to the duties listed above):

Responds to clients with more complex breastfeeding questions or issues and provides in-office evaluation when needed.

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Issues kits, shells, and other breastfeeding supplies or aids to clients and provides instruction on their use.

Issues various hand and electric breastpumps to qualified mothers according to state and county requirements and WIC protocol; completes forms to document issuance and to ensure adequate clinic followup.

Enters data into the WIC computer system in order to document visits, pump issuance, etc.

Lactation Support Specialist III (in addition to the duties listed above):

Responds to clients with high risk breastfeeding questions and issues such as those with special needs (i.e. Down's Syndrome, cleft pallet, premature birth).

Oversees and monitors the inventory of breastfeeding pumps and other supplies at assigned clinics; conducts monthly checks by reconciling pump issuance logs against pumps physically present at clinic; researches logs, client records, and pump lending agreements in order to resolve discrepancies.

Orders needed supplies and pumps from state WIC.

Serves as lead worker; provides training and assistance to Lactation Support Specialists I/II's; monitors performance of assigned employees and provides input for performance evaluations and/or additional training.

Presents at monthly in-service meetings as assigned; assists Breastfeeding Coordinator with planning and preparing for World Breastfeeding Month and special projects.

Distributes shields to clients according to strict protocol as established by state WIC.

Performs Health Aide and WIC Eligibility Technician duties for crisis coverage in clinics as assigned to ensure efficient operation of the clinics.

KNOWLEDGE, SKILLS, AND ABILITIES

Lactation Support Specialist I:

Basic Knowledge of: lactation management and common problems associated with breastfeeding; proper telephone etiquette.

Skill in: reading, writing and basic math; operating standard office equipment including a personal computer; giving clear instruction to others on breastfeeding technique and in identifying and resolving associated problems.

Ability to: maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; maintain professionalism while discussing private and sensitive matters; understand and follow clear work instructions; calm and reassure distressed clients.

Lactation Support Specialist II (in addition to the knowledge, skills, and abilities described above):

Working Knowledge of: common and irregular problems associated with lactation management and their solutions; proper telephone etiquette; the policies, procedures, and laws effecting the work.

Skill in: identifying, resolving, and providing counseling on less common breastfeeding problems.

Ability to: understand broad objectives and follow general instructions.

Lactation Support Specialist III (in addition to the knowledge, skills, and abilities described above):

Working Knowledge of: supervisory and training techniques.

Considerable Knowledge of: high risk lactation management problems and situations and their solutions.

Skill in: identifying, resolving, and providing counseling on high risk breastfeeding problems.

Ability to: train and lead others; organize and maintain an inventory of equipment and supplies; identify and resolve issues relating to the accounting for, and the distribution of, equipment.

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PHYSICAL DEMANDS

Regularly: sits at a desk; walks, stands or stoops; uses a telephone and operates standard office equipment.

Occasionally: lifts or otherwise moves objects weighing up to 20 pounds; drives a motor vehicle.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office or other environmentally controlled room. Work is performed in a busy clinic which requires frequent contact with the public which exposes the incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset. Work exposes the incumbent to regular noise from crying children.

EDUCATION AND EXPERIENCE

Selected applicants shall be strongly encouraged to receive immunizations according to the Center for Disease Control and/or County Health Department Policy. Selected applicants may be subject to a background check.

Lactation Support Specialist I: High school diploma or equivalent and six (6) months of lactation experience.

Lactation Support Specialist II: High school diploma or equivalent and one (1) year of lactation/breastfeeding support *work* experience OR a bachelor's degree in nutrition, health promotion or other public health field and six (6) months of lactation experience.

Lactation Support Specialist III: High school diploma or equivalent and two (2) years of lactation/breastfeeding support *work* experience OR a bachelor's degree in nutrition, health promotion or other public health field and six (6) months of lactation/breastfeeding support *work* experience.

LICENSING AND CERTIFICATION

Lactation Support Specialist I: Applicant must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment.

Lactation Support Specialist II/III: Applicant must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment. Applicant must have completed a minimum 45 hour approved breastfeeding specific education course within the last five years. If it's been longer than five years, applicant must submit proof of continuing education hours sufficient to maintain credential.

Incumbent must complete training required to maintain certification/credential.

CAREER LADDER ADVANCEMENT

For promotion through career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must: 1) possess the required licensure and certifications of the higher classification level, 2) meet the education and experience requirements and class characteristics of the higher classification level, 3) have written recommendation from the department head and, 4) receive approval from the Director - Office of Personnel Management.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.