

Portage County Combined General Health District



Job Posting

Position:	WIC Clinic Assistant
Division:	Community Health Division
Classification:	Full-time; Non-Exempt. 1-year probationary period
Location:	Ravenna, Ohio
Work Schedule:	Full Time; Non-Exempt (Classified), with a one-year probationary period. Monday- Friday 8am-4:30pm. Evening clinics twice monthly: 10:00am 6:30pm.
Salary:	\$18 per hour
Reports To:	WIC Supervisor

Position Summary:

The WIC Clinic Assistant supports the delivery of nutrition and health services to participants enrolled in the Women, Infants, and Children (WIC) program. This position performs a combination of clinical and administrative duties, including collecting basic health measurements, assisting with participant intake and certification, and providing high-quality customer service.

The Clinic Assistant plays a key role in ensuring efficient clinic operations by managing scheduling, maintaining accurate records, and supporting participant communication and education. This position also contributes to breastfeeding support efforts, community outreach, and coordination of services to connect participants with additional health and social resources.

As part of the Portage County Health District team, the WIC Clinic Assistant actively contributes to agency initiatives, events, and community outreach efforts that support and improve health outcomes for women, infants, and children.

Why Work at Portage County Health District?

At the Portage County Health District, you are more than an employee. You are part of a mission-driven team dedicated to improving the health and well-being of our community. We are committed to supporting our staff through meaningful work, strong benefits, and a positive workplace culture.

Comprehensive Benefits Package

- Medical, dental, and vision coverage with strong employer contribution
- Employer-paid life insurance and additional voluntary benefit options
- Ohio Public Employees Retirement System (OPERS) with employer match

Generous Paid Time Off

- 15 paid holidays annually
- 2 to 5 weeks of vacation based on service
- 120 hours of sick leave per year with carryover
- Personal leave and comp time eligibility

Professional Growth & Development

- Tuition reimbursement up to \$2,500 per year
- Access to ongoing training, certifications, and Skillsoft learning
- Opportunities to participate in agency committees, quality improvement projects, and workforce development initiatives

Employee Wellness & Support

- Employee wellness program with reimbursement opportunities
- Employee Assistance Program offering confidential support, including mental health, financial, legal, and life coaching services

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Additional Perks

- Longevity pay beginning at 6 months of employment
- Annual clothing allowance
- Eligibility for Public Service Student Loan Forgiveness

A Workplace Where Employees Thrive

- Strong culture of feedback, recognition, and collaboration
- Opportunities to contribute to meaningful public health initiatives and community impact

Job Description

Clinic Assistant:

- **Clinical:** Perform clinical procedures including height/length, weight measurements, and laboratory (hemoglobin) screening. Refer WIC participants to community or health services, as needed.
- **Clerical (client intake):** Provide services for WIC certification including the initiation of WIC application process, screen participant applications for income, residency, category, physical presence and identity; issue benefits; answer telephones; perform scheduling, run data reports; greet and register participants for clinic services; function as part of the breastfeeding support team
- **Clerical (administrative / non-intake):** Complete appointment reminders, maintain charts, complete participant transfers, deliver and receive mail, maintain records in accordance with records retention requirements; perform community outreach initiatives. Stays current with state and local updates including WIC Policy and Procedure, WIC All Projects Letters (APL), meeting minutes and other pertinent materials.

Administrative Duties:

- Maintain accurate and thorough documentation, filing systems, and schedules of participant contacts in an organized and consistent manner.
- Utilize various computer applications, including email, social media platforms, and the WIC Certification System, to support participant education and communication.
- May be required to operate a motor vehicle for job-related tasks.
- Other duties as assigned.

This job description is not intended to be a comprehensive list of all duties. Responsibilities may change based on organizational needs.

Organizational Duties:

- Complete all WIC-required training, including System Security Training, Conflict of Interest, Civil Rights, VENA, and USDA Breastfeeding Curriculum.
- Participate in quality improvement team projects and training initiatives, incorporating quality improvement principles into daily work activities.
- Participate in public health emergency response activities as needed, including roles within the Incident Command System/National Incident Management System.
- All health district employees have an emergency response role and may be expected to respond to threats to the public's health in accordance with the Portage County Combined General Health District Emergency Response Plan.
- Attend and participate in agency-sponsored training, events, and activities.
- Gather and organize documents to fulfill public records requests and other reporting obligations.
- Participate in organizational activities that support and enhance agency accreditation.
- Maintain reasonable and reliable attendance to meet organizational needs and objectives.

Minimum Requirements:

- High school diploma or GED. Medical Assistant, or similar medically focused degree preferred.

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- One year of clerical experience in public health, medical or social service environment preferred.
- Ability to learn WIC Certification System.
- Proficiency in Microsoft Office.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Excellent written and verbal communication skills.
- Strong organizational and time-management skills, with the ability to manage multiple projects and meet deadlines.
- High level of customer service skills, with the ability to interact professionally with internal and external stakeholders.
- Valid driver's license and auto insurance.
- Must be legally authorized to work in the United States without requiring sponsorship for employment visa status now or in the future.

Work Environment and Physical Demands:

General office setting in the WIC clinic, requiring sedentary to light work which may include sitting, walking, climbing, reaching, standing, talking, and listening with occasional exposure to adverse environmental conditions. Work performed in the community may subject some positions to adverse weather conditions and challenging interactions with off-site locations and community members. Some travel may be required; reliable transportation, a valid driver's license, and current auto insurance are required, along with the ability to maintain insurability under the health districts' vehicle insurance policy. The role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Work performed in this position may be subject to challenging interactions with community members. WIC is a fast-paced and typically noisy environment, due to the high volume of participants served.

Pre-Employment Testing Requirements: Criminal Background Check and Pre-employment Drug Testing

Employees hired for a position that is funded in whole or in part by a designated funding source may be laid off when the funding source is reduced or eliminated.

Apply:

Interested applicants should submit the following:

1. Resume
2. Cover letter
3. PCHD Employment Application

Deadline for Applying: Open until filled.