

Portage County Combined General Health District



JOB POSTING

Position:	Peer Helper (Columbiana County WIC Location)
Division:	Community Health Division
Classification:	Part-Time (24 hours per week); Non-Exempt (Classified) with a one year probationary period.
Work Schedule:	To be determined with the selected candidate; hours may vary and may require occasional weekend and evening work. Business hours are Monday – Friday 8am- 4:30pm. Evening clinics twice monthly: 10:00am 6:30pm.
Salary Range:	\$16.00- \$18.00 per hour based on qualifications and experience.
Reports To:	WIC Supervisor

Position Summary:

The Breastfeeding Peer Helper provides education, guidance, and encouragement to pregnant and breastfeeding participants enrolled in the Women, Infants, and Children (WIC) program. This position supports participants through individualized consultations, group education, and community outreach, helping families achieve their breastfeeding goals and improve overall maternal and child health outcomes. This position is part of the WIC grant administered by the Portage County Health District and supports program goals to improve maternal and child health outcomes.

This role utilizes strong communication and customer service skills to engage participants across a variety of settings, including clinics, telephone consultations, support groups, and outreach events. The specialist also assists with breast pump education and distribution, provides evidence-based resources, and ensures participants are connected to additional healthcare or support services when needed.

In addition to participant support, the position maintains accurate documentation, manages participant communications, and ensures compliance with WIC policies and procedures. As part of the Portage County Health District team, this role contributes to agency initiatives, community outreach efforts, and public health programs that promote the health and well-being of women, infants, and families.

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 Skillssoft 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:**Breastfeeding Education and Support:**

- Provide breastfeeding education and support using excellent customer service and communication skills during ongoing contact with pregnant and breastfeeding WIC participants. Interact in a variety of settings, including clinics, telephone consultations, group classes, support groups, and outreach events.
- Assist with clinic and health fair displays, issue and teach the use of breast pumps, and provide breastfeeding-related resources.
- Always maintain participant confidentiality and adhere to all WIC and agency policies and procedures.
- Demonstrate enthusiasm for breastfeeding and actively encourage WIC mothers to achieve their breastfeeding goals.

Referrals:

- Identify and refer participants to the WIC Breastfeeding Coordinator or other designated health professionals as appropriate to address specific needs or concerns.

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.
- Stay current with state and local updates, including WIC Policies and Procedures, WIC All Projects Letters (APL), meeting minutes, and other pertinent materials.
- May be required to operate a vehicle for job-related tasks.
- Other duties as assigned. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Organizational Duties:

- Complete all WIC-required training, including but not limited to WIC Breastfeeding Curriculum, Peer Onboarding Packet, System Security Training, Conflict of Interest, Civil Rights and VENA.
- 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 consistent and reliable attendance to meet organizational needs and objectives.

Minimum Requirements:

- Must have breastfed one baby for at least six months.
- Current or former WIC participant preferred.
- High School Diploma or GED.
- Enthusiasm for breastfeeding and desire to assist WIC mothers in meeting their breastfeeding goals.

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- 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.

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

Work Environment:

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

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Apply:

Interested applicants should submit the following:

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

Deadline for Applying: Open until filled.