

OPS FAMILY SUPPORT WORKER



Agency : Health

Description:

Working Title: OPS FAMILY SUPPORT WORKER
Broadband/Class Code: 21-1093-01
Position Number: 64903067-51358073
Annual Salary Range: \$10.79 hourly
Announcement Type: Open Competitive
City: PANAMA CITY
Facility:
Pay Grade/ Pay Band: BB002
Closing Date: 

The State Personnel System is an E-Verify employer. For more information click on our [E-Verify website](#).

OCCUPATION PROFILE

JOB FAMILY: COMMUNITY AND SOCIAL SERVICES

OCCUPATIONAL GROUP: COUNSELING AND SOCIAL WORK

OCCUPATION: SOCIAL AND HUMAN SERVICE ASSISTANTS

21-1093-01

This position requires a security background check and/or drug screening and participation in direct deposit.

Note: You will be required to provide your Social Security Number (SSN) in order to conduct this background check

Emergency Duty is a Requirement: DOH along with many other local and state agencies has responsibilities during and after emergencies. This DOH position may be required to work during or beyond normal work hours and/or days performing emergency duties. These duties may require working in abnormal conditions and/or potentially hazardous environments.

Incumbent will be required to become compliant with Bay CHD Operating Policy No. A-005 regarding immunizations.

DESCRIPTION:

This is a OPS Family Support Worker position with the Bay County WIC Program. The primary responsibilities are to provide basic social support and accurate breastfeeding information to WIC Participants in various locations. The incumbent in this position is responsible for the integrity and confidentiality of data sets under her control. The incumbent in this position will

have authorized "need to know" access to confidential WIC client records and the WIC database. Assignment of duty station, hours and days worked may vary based on agency needs. Incumbent will provide individual counseling. Work will be performed both in the WIC clinic and by telephone from the incumbent's home. This incumbent will be expected to keep a record of all activities and client contacts. The incumbent in this position will come to work and exhibit an attitude of friendliness and eager customer service towards all clients and act respectfully and courteously to fellow employees and clients.

Provides breastfeeding support services for Bay County WIC and Nutrition Program through modeling breastfeeding behaviors as the normal and preferred method of infant feeding in WIC clinics, support groups, breastfeeding classes, and other locations as necessary. Provides basic breastfeeding information and recommends and assists in teaching clients the use of breastfeeding equipment, i.e. manual pumps. Offers assists in the management of common breastfeeding concerns and works with other lactation professionals to provide more specialized support through the utilization of the established referral system. Is available outside scheduled working hours to mothers who are having breastfeeding problems.

Directly encourages and supports breastfeeding clients through telephone contacts and in person. Maintains and updates client files and provides follow-up service on all referrals received with proper documentation and confidentiality.

Provides materials to individuals and/or families about WIC Services and Breastfeeding basics. Refers appropriately all breastfeeding clients as needed according to policies, protocol, and procedures. Respects each client by keeping her information strictly confidential

Maintains and reports accurate data on all client contacts to the Breastfeeding Coordinator. Completes forms and paperwork in hard copy and electronically as required. Keeps accurate records of all contacts made with WIC clients to be reviewed at scheduled intervals.

Attends conferences/workshops to increase skill and knowledge levels such as breastfeeding training classes to become a peer counselor. Observes other professionals and breastfeeding experts to gain knowledge on counseling skills and information. Participates in WIC Program, Health Department, and Breastfeeding program meetings and appropriate continuing education as needed. Reads materials and books assigned by Breastfeeding Coordinator.

Promotes WIC Services and Breastfeeding at local Health Fairs and other events.

Complete EAR's and timesheets accurately and in a timely manner according to the Health Department deadlines.

The State of Florida is an Equal Opportunity Employer/Affirmative Action Employer and does not tolerate discrimination or violence in the workplace.

Applicants requiring a reasonable accommodation, as defined by the Americans with Disabilities Act, must notify the agency hiring authority and/or the People First Service Center (1-877-562-7287). Notification to the hiring authority must be made in advance to allow sufficient time to provide the accommodation.

The State of Florida supports a Drug-Free workplace. All employees are subject to reasonable suspicion drug testing in accordance with Section 112.0455, F.S., Drug-Free Workplace Act.

Details:

Call: 850-747-5775

Requirements:

Closest Major City Panama City
Salary Range 15000 - 30000
Occupation SOCIAL AND HUMAN SERVICE ASSISTANTS
Job Type Full Time
Region/County Bay County
Years of Experience 1-3 years
Percent of Travel 1-25%