

WIC PEER COUNSELOR

DISTINGUISHING FEATURES OF THE CLASS: This is a paraprofessional support position whose purpose is to complement the Women, Infants, and Children (WIC) breastfeeding and support program. The work involves providing basic breastfeeding information and encouragement to WIC pregnant and breastfeeding mothers. Work is performed under the general supervision of the Breastfeeding Coordinator through assignments, reports and conferences for review of work for conformance with policies. A WIC Peer Counselor does related work as required.

TYPICAL WORK ACTIVITIES:

- Attends and successfully completes breastfeeding trainings to become a Peer Counselor and maintain proficiency as same;
- Counsels WIC prenatal and breastfeeding mothers at WIC clinics, by telephone, home visits, and/or hospital visits at scheduled intervals as determined by the Breastfeeding Coordinator;
- Gives basic breastfeeding information and support to new mothers, and assists mothers to prevent and handle common breastfeeding concerns;
- Receives a caseload of WIC participants and makes routine periodic contacts with all clients assigned;
- Maintains accurate records of work activities and client information while maintaining strict confidentiality;
- Attends and assists with prenatal classes and breastfeeding support groups;
- Makes appropriate referrals to other WIC resources or to outside agencies;
- Attends meetings as appropriate;
- Observes other Peer Counselors or lactation consultants for training purposes;
- Reads assigned material on breastfeeding provided by supervision;
- Assists WIC staff in promoting breastfeeding peer counseling.

FULL PERFORMANCE, KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of breastfeeding principles and practices; working knowledge of in-house and external referral resources; working skill in preparing written material and expressing ideas orally and in writing; ability to meet and deal effectively with the public; ability to analyze and resolve problems; ability to effectively convey ideas/knowledge orally and in writing; good judgment; initiative, enthusiasm, and resourcefulness.

MINIMUM QUALIFICATIONS: Has breastfed at least one (1) infant.

SPECIAL REQUIREMENTS: Telephone access and willing to make/receive phone calls from home.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 4/27/22