

Howell County Health Department

WIC Clerical Staff

Location: West Plains, Missouri

Department: Women, Infants, and Children (WIC) Program

Position Type: Full-Time 40 hrs./week

Reports To: WIC Coordinator

Position Summary

The Howell County Health Department is seeking a dependable and compassionate **WIC Clerical Staff member** to join our Women, Infants, and Children (WIC) program. This position provides direct support to WIC participants by assisting with eligibility determination, certification, benefit issuance, data entry, referrals, and program education while maintaining strict confidentiality and program integrity.

The ideal candidate will have strong organizational and communication skills, attention to detail, the ability to work effectively with families from diverse backgrounds, and a commitment to providing quality public health services.

Essential Duties and Responsibilities

- Determine eligibility for the WIC program by assessing income, residency, and identification while following required separation-of-duties procedures.
- Obtain necessary certification information, including demographics, height/length, weight, and hemoglobin values,
- Enter and maintain participant information accurately in the **SpiritWeb** system.
- Explain participants' Rights and Responsibilities and educate participants on how to use WIC benefits at authorized stores.
- Explain WIC benefits and available program services to participants.
- Assign WIC cards and issue food benefits in accordance with State WIC policies and procedures.
- Assist with the promotion of breastfeeding as the preferred method of infant feeding.
- Refer participants to appropriate social, health, and nutrition services.
- Transfer participant information from other WIC programs and communicate with WIC offices in other states as necessary.

- Maintain strict confidentiality of participant files, records, reports, and other information in accordance with applicable laws, policies, and procedures.
- Change household identification for foster care cases as needed.
- Participate in community outreach activities as assigned by the WIC Nutrition Coordinator or WIC Coordinator.
- Ensure program integrity and compliance with WIC policies, procedures, and applicable regulations.
- Perform other duties as assigned.

Qualifications

- High school diploma or equivalent required.
- Previous clerical, customer service, healthcare, public health, or social services experience preferred.
- Strong computer and data-entry skills with attention to accuracy and detail.
- Ability to communicate effectively and professionally with participants, coworkers, and community partners.
- Ability to maintain confidentiality and handle sensitive participant information appropriately.
- Ability to follow detailed policies, procedures, and State and Federal program requirements.
- Ability to work independently while also functioning effectively as part of a team.

Knowledge, Skills, and Abilities

The successful candidate should demonstrate:

- Excellent organizational and record-keeping skills.
- Strong attention to detail and accuracy.
- Professional and compassionate customer service.
- Ability to work with individuals and families in a respectful, nonjudgmental manner.
- Ability to manage multiple responsibilities and prioritize tasks.
- Basic understanding of public health and community resources.
- Commitment to breastfeeding promotion and supporting the health and well-being of women, infants, and children.

Confidentiality & Program Integrity

This position is responsible for protecting the confidentiality of WIC participant information and maintaining accurate records in accordance with applicable laws,

regulations, and Howell County Health Department policies. The employee must follow all WIC requirements related to separation of duties, eligibility determination, benefit issuance, documentation, and program integrity.

How to Apply

Interested candidates should submit a **resume and completed application** to: via email to sheila.roberts@lpha.mo.gov or dropped off at the Administration office at 180 Kentucky Ave., West Plains, MO 65775

Howell County Health Department

West Plains, Missouri

Application Deadline: October 15, 2026 or until filled.

Howell County Health Department is an **Equal Opportunity Employer**.

The Howell County Health Department reserves the right to modify job duties and requirements as necessary to meet program and organizational needs.