



Human Resources Department Pueblo of Santo Domingo

JOB ANNOUNCEMENT

POSITION TITLE: WIC Benefits Manager

SALARY RANGE: \$19.00-\$21.00/DOE

DEPARTMENT: WIC Program

POSITION STATUS: Full Time, Exempt

SUPERVISOR: WIC Director

JOB POSTING ID: WIC-10235

Applications Accepted: 5/10/23-5/26/23

Santo Domingo Pueblo exercises Indian Preference in employment opportunities but otherwise supports non-discrimination on the basis of age, sex, religion, disability, color, race, or national origin, except where required by bona fide business necessity

BASIC PURPOSE:

Incumbent in this position is responsible for assisting the Director in supervising and controlling identified staff and aspects of the Women, Infants and Children (WIC) program that will help the Department Director assure compliance with Federal, State and Tribal rules, procedures, performance standards and guidelines. Manage and coordinate services in areas of the federal funded programs including WIC Certification, Eligibility & Coordination of Services, and Caseload Management. Manage and coordinate the Breastfeeding Peer Counseling Program.

TYPICAL FUNCTIONS:

- Assist Director in Overseeing the operation of WIC Certification, Eligibility & Coordination of Services, and Caseload Management of the WIC Program.
- Assist Director in Overseeing the operation of the Breastfeeding Peer Counseling Program.
- Supervise the WIC Technician and BF Peer Counselor.
- Coordinate with the Direct Distribution Supervisor and other WIC staff with client service activities to streamline expedient and thorough benefits for all WIC Participants and Applicants.
- Educate new WIC Participants with client services procedures including certification, eligibility, coordination of services within WIC including appropriate direction for access to food benefits and educate them on food issuance procedures when necessary.
- Ensure follow-up on referrals made to other programs /entities for WIC Participants.
- Ensure appointments for WIC certification are made and delivered on a timely basis.
- Attend local, regional, and national WIC in-service/training including nutrition education, breastfeeding and other training needed to assure adequate and efficient operation of WIC Program. Training and certification as Certified Professional Authority (CPA) is required for WBM position.
- Plan daily WIC activities including certification and other client services. Ensure and coordinate with other WIC staff on certification/ food service activity planning necessary for safe, appropriate and expedient Participant service flow.
- Reconcile all WIC food instruments (vouchers) after redemptions (after food distribution). Assist the nutritionist at certification clinics assessing Participants /Applicants for nutritional/health evaluation.
- As a CPA, in absence of WIC Nutritionist certify Participants/Applicants for eligibility of program services.
- In absence of the WIC Director will assume delegation of authority to oversee program and signatures on behalf of the program.

- Coordinate with WIC Technician and other staff with promotion activities on Nutrition Education, Breastfeeding and Recruitment for each participation including setting up the monthly schedules/calendars for dissemination to participants.
- Prepare participation count and food distribution data for monthly financial (FNS 798) reports and timely submission to the WIC Director.
- May be requested to assist in Preparing the annual BFPC budget and modification as needed.
- Assures that eligible persons are provided WIC benefits in accordance with federal and tribal policies and procedures.
- Monitor and assist staff in charge of outreach with plans and coordination of outreach and other program activities with intra-tribal clinic staff, health care providers, and community-based organizations to identify potential WIC Participants.
- Assures that outreach activities are directed at the highest priority groups, priorities I-IV inclusive of pregnant and breastfeeding women and infants less than 12 months of age in accordance with FNS-WIC Nutrition Risk Criteria and to meet the performance standards set by the tribe.
- Assists in Monitoring and approving nutrition education and breastfeeding activities, lesson plans materials, visual aids, etc., developed and submitted by the WIC Nutritionist and Peer Counselor and assures that required WIC guideline approvals are secured.
- Ensure the documentation and recording of all contact with providers, technical assistance, deficiency letters and other contracts verbal and written.
- Other duties as assigned.

REQUIRED COMPETENCIES:

- **Integrity / Honesty**
All Santo Domingo Pueblo employees must operate in an ethical manner by following all Santo Domingo Tribe policies and procedures relating to HIPAA confidentiality, handling, tracking of budgets/grants, principles, practices, methods and ethics related to the field of social work and proper behavior between staff and clients. Incumbent must conduct oneself above the appearance of doing something wrong.
- **Teamwork**
All Santo Domingo Pueblo employees must be competent in working effectively with division members and members of other divisions to resolve common issues or problems as well as listening and seeking others' perspective on how to complete assignments. Keeps others informed and up-to-date about tasks, progress, or projects.
- **Goal and Task Management**
Incumbent in this job needs to be able to plan, prioritize, set goals, establish standards, coordinate tasks, show concern for deadlines, and track progress with respect to personal performance.
- **Manage Resources**
Incumbent must be able to hire, provide direction to and develop internal personnel; identify strategic issues and develop short/long-range plans; provide direction to and manage department heads and related personnel; grant writing, budget and prioritize workload; identify key factors affecting personnel; and develop effective programs to maximize performance.
- **Decisiveness**
Incumbent in this position must be able to successfully determine and initiate a course of action. Incumbent must require the consideration of multiple options, information sources, and development of contingency plans.
- **Vision**
Incumbent in this position must have the ability to gain an understanding of where an organization is headed in light of internal and external trends and influences.
- **Interpersonal Skills (Working with Others)**
Incumbent in this position must be able to communicate one's feelings, preferences, needs, and opinions in a way that is neither threatening nor punishing to another person, while at the same time recognizing effort of others and praising that effort.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Nutrition Science or related field with a minimum of (1) years' experience in administrative management; OR a combination of education and experience.
- Certification as WIC Certified Professional Authority (CPA), preferred or willing to train for certification.
- Proficient or willing to learn federal regulations, policies, and procedures found in the WIC Federal Regulations, 7CFR, Part 246 to be able to provide effective services to all applicants residing within the vicinity, seeking WIC benefits including tribal clientele.
- Excellent oral and written communication skills to focus the efforts of entire staff to meet the Santo Domingo Tribe goals.
- Must possess strong program leadership skills and abilities to manage program personnel and instituting best professional practices.
- Some travel may be required.
- Extend working hours, including weekends, may be required.
- Tribal Government experience preferred.
- Fluent in the Keres language preferred.
- Must be 21 years of age for insurance purposes.
- Must be able to satisfactorily pass a background check.
- Valid New Mexico driver's license with ability to meet Santo Domingo Pueblo liability insurance requirements and maintain eligibility for insurance.
- Covid-19 vaccination is required. Reasonable accommodation is considered.

HOW TO APPLY

Please submit complete application packet.

- By email: HR@kewa-nsn.us, subject line: **WIC Benefits Manager application – [Your Name]**
- By mail: Santo Domingo Pueblo Human Resources, PO Box 127, Santo Domingo NM 87052
- By fax: (505) 715-4416 Attn: Human Resources
- Online: <https://santodomingopueblo.isolvedhire.com>
- In person: Human Resources Department, 116 San Ildefonso St, Santo Domingo NM 87052

Incomplete application packets may delay or exclude consideration of your application. A complete application packet includes the following:

- Santo Domingo Pueblo Employment Application
- Cover Letter
- Resume