



# CASCADE COUNTY

## Job Vacancy Announcement

*Submit all application materials to:*  
**Cascade County Human Resources Department**  
**325 2<sup>nd</sup> Ave N #108**  
**Great Falls, MT 59401**

Applications available at the Cascade County Human Resources Dept., [www.cascadecountymt.gov](http://www.cascadecountymt.gov) or Job Service.

Position: **WIC Breastfeeding Peer Counselor**  
Schedule: **Part-Time with Benefits**  
Department: **City-County Health Department**

Salary: **\$17.88 to \$18.84 per hour DOE**  
Closing Date: **Open Until Filled**  
Department Administrator: **Jo-Viviane Jones**

### **Education/Experience/Training:**

- Minimum of High School Diploma or High School Equivalency and one (1) year general office experience.
- Knowledge of breastfeeding through successful personal breastfeeding experience of at least six (6) months.

### **Certifications:**

- Valid Driver's License issued by the State of Montana.

### **JOB SUMMARY**

The Women, Infants and Children (WIC) Breastfeeding Peer Counselor (Peer Counselor) at the City-County Health Department (CCHD) performs duties and activities in support of the WIC Special Supplemental Nutrition Program. The Peer Counselor works in an office setting to provide one-on one breastfeeding support to breastfeeding or pregnant women and promotes breastfeeding as the preferred infant feeding method to WIC eligible prenatal and postpartum breastfeeding participants. This position will build a caseload of pregnant and/or breastfeeding women and make routine contacts with third trimester women before their due dates to establish their choice of infant feeding, as well as shortly after delivery, and as needed thereafter. The Peer Counselor provides mothers with basic peer-based breastfeeding information, encouragement and support, contacts each breastfeeding participant to discuss breastfeeding progress and/or issues, offers breastfeeding WIC participants continued education and support on maintaining a positive breastfeeding relationship with their infant throughout the first year, provides mothers with tools to overcome common barriers and get a good start with breastfeeding, provides tips on how to breastfeed comfortably, even in public, handles common breastfeeding concerns, assists women with transition to work, provides ideas for obtaining support from family and friends, plans, facilitates and teaches nutrition education classes related to breastfeeding and assists with breastfeeding segment of prenatal or newborn classes, facilitates regular Breastfeeding Support Groups and participates in collaborative community efforts to support breastfeeding with the goal of increasing overall breastfeeding awareness, support and rates in Cascade County. The Peer Counselor performs other related duties as required or assigned.

### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES**

Performs duties and activities in support of the WIC Special Supplemental Nutrition Program; Creates and implements program activities to meet the needs of program clients; Demonstrates ability to assume primary responsibility for planning of program activities; Builds a caseload of WIC breastfeeding/pregnant women; Makes routine contact with third trimester women before due dates establishing their choice of feeding, as well as shortly after delivery, and thereafter as needed; Counsels program clients by phone, during office visits or during in home visit; Acts as an advocate for pregnant and breastfeeding mothers; Gives mothers basic breastfeeding information, encouragement and support and informs/counsels new mothers and mothers-to-be about the benefits of breastfeeding; Assists program clients to overcome common barriers and get a good start with breastfeeding; Supports mothers to prevent and handle common breastfeeding concerns; Schedules appointments for program clients who need breastfeeding education or support; Answers incoming calls and retrieves phone messages and responds to messages in a timely fashion; Issues breast pumps and provides tracking; Conducts home and hospital visits to support postpartum mothers; Facilitates breastfeeding support group for postpartum moms and teaches prenatal breastfeeding classes; Engages in and provides excellent customer service; Utilizes M-Spirit Data System and ensures compliance with applicable WIC guidelines; Maintains accurate written and electronic records in accordance with CCHD and funding source guidelines and requirements; Refers clients to WIC Breastfeeding Coordinator or Certified Lactation Counselors or other community resources if necessary; Attends required program training and meetings; Works as a team player with staff, parents and other community organizations to ensure quality services and program requirements are met to carry out the goals and objectives of the CCHD and the WIC program; Works closely with WIC Breastfeeding Coordinator; Collaborates with community partners as needed; Communicates frequently and effectively with other CCHD staff and clients; Serves as a liaison among medical and social service providers in the community to support clients; Identifies and plans for all needed program supplies; Works independently with little supervision; Assists with program outreach activities; Maintains confidentiality according to Health

Insurance Portability Accountability Act (HIPAA) and WIC; Maintains family records in accordance with CCHD and funding source requirements; Reports all suspected child abuse and neglect as required by law and documents accordingly; Informs supervisor of all possible reports to Montana Department of Health and Human Services (MDPHHS); Participates in staff meetings as directed and required; Performs duties efficiently and effectively; Follows CCHD/County policies and procedures; Maintains required CCHD/WIC program immunizations; Participates in emergency preparedness training and be available to respond in the event of a public health emergency; Performs other duties as required or assigned.

***Knowledge and understanding of:***

Benefits of breastfeeding from personal experience; Program-related public health principles and practices; State and local program-related resources; HIPAA and CCHD privacy and security rules; Modern office equipment, practices, and procedures; Microsoft Office software including Word, Excel, Internet, and Outlook; Telephone etiquette; Excellent customer service; Cultural sensitivity; County/CCHD rules, procedures, and functions; County/CCHD safety rules, procedures and practices.

***Skills in:***

Interpersonal communication and interaction and customer service; Teaching and classroom management; Demonstrating procedures; Public speaking; Decision making and effectively problem solving; Establishing professional and effective working relationships with other County departments, employees, Federal and State agencies, medical providers, private agencies and the general public; Attention to detail, time management and organization; Microsoft Office, Excel, Word, Outlook and Internet; General computer knowledge for use to manage data in M-Spirit Data System; Creating and submitting reports; Effective written and verbal communication.

***Ability to:***

Interview or observe clients and elicit information, to read, write, record and compile data accurately; Must be able to communicate and interact with the public and professionals appropriately; Ability to work quickly and accurately under pressure; Work professionally and effectively within a culturally diverse team and with a culturally diverse clientele; Must have knowledge of basic nutrition and breastfeeding principles; Consult with program participants outside of clinic hours; Communicate professionally and effectively with participants of the program; Respond appropriately to an emergency or crisis situation; Adapt to changes in the work environment; Manage competing demands, changes in approach or method to best fit the situation; Deal with frequent change, delays and/or unexpected events; Adhere to a high degree of confidentiality and sensitivity towards the families involved; Maintain confidentiality and compliance with HIPAA privacy and security rules and WIC guidelines; Work with individual and families with diverse and varied social, economic and cultural backgrounds in an empathic, non-judgmental, respectful and professional manner; Work independently with little direction but also with a team; Monitor program supplies and identify when supplies need to be ordered; Read and comprehend materials; Analyze and compile information; Observe required work hours; Communicate effectively orally and in writing; Demonstrate punctuality; Meet established timelines and/or deadlines; Observe established lines of authority; Speak in public; Work as a team member collaborating with community partners; Identify problems that adversely affect the organization and its functions and offer positive suggestions for program improvements; Perform other duties as required or assigned.

The successful applicant shall serve a 6-month probationary period and will have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the County.

This position is covered by and subject to the Collective Bargaining Agreement by and between Cascade County and Federation of the Cascade City County Health Department Local #7772 (MFPE).

***Notice to Applicants:*** Applicants who are claiming Veteran's or Handicap Preference must provide DD-214 Discharge Document (Part 4) or DPHHS Handicap Certification and Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

**CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**