



CLINIC ASSISTANT

(Bilingual-Spanish)

MILWAUKEE HEALTH DEPARTMENT

NOTE: This Clinic Assistant position has been designated as a bilingual position to ensure that service is provided to Limited English Proficiency (LEP) clients whose primary language is Spanish.

PURPOSE: Under the supervision of the WIC Health Project Coordinator, the Clinic Assistant-Bilingual assigned to the Women, Infants, and Children Special Supplemental Nutrition Program (WIC) provides client and administrative services such as registration, health screening, and food instrument issuance for clients of the WIC Program at various Milwaukee Health Department (MHD) clinics.

ESSENTIAL TASKS:

Client Services:

- Set up screening rooms, calibrate equipment, ensure availability of supplies, and maintain quality control and equipment maintenance records.
- Perform screening tests and procedures, including height and weight measurements and finger stick for hemoglobin and lead.
- Maintain awareness of signs of child abuse or negligence, and notify Nutritionist when symptoms are observed.
- Perform client intake and registration activities, including the following:
 - Verify personal identification, income eligibility, and residence.
 - Assure validity and availability of consent form.
 - Assign pick-up days.
 - Perform food instrument issuance, including assessing catch-up issuance needs.
 - Enter health assessment data into database system (ROSIE).
 - Assure food instrument registers are completed accurately and signed.
 - Schedule WIC appointments.
 - Answer phone inquiries.
 - Disseminate a variety of referral and service information.

Administrative Services:

- Perform Quality Control tests on HemaCue® medical diagnostic machines at MHD's Southside Health Center, Keenan Health Center, and Northwest Health Center.
- Attend relevant WIC training workshops, and participate on committees.
- Provide screening practice and procedural training to WIC staff, students, and interns.
- Participate in WIC clinic team meetings to assist in quality assurance initiatives.
- Serve as back-up to the Office Assistant as needed, and perform other job-related duties as assigned.

CONDITIONS OF EMPLOYMENT:

- The Clinic Assistant-Bilingual must be willing and able to work early evening hours on assigned days. The current schedule is as follows: Mon., Tue., Wed., and Fri. from 8:00 a.m.-4:45 p.m. and Thu. from 10:30 a.m.-7:00 p.m.
- Employees are expected to report to WIC clinics at various health center locations as assigned, sometimes on short notice.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Nursing Assistant certification **OR** equivalent coursework and/or work experience in health assessment assistance, including weighing, measuring, and hemoglobin/hematocrit testing. **NOTE:** Copies of Nursing Assistant certification and/or college transcripts are required and must be received

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within three business days after the application period closes. Supporting documentation and/or transcripts may be either attached to the application, sent to staffinginfo@milwaukee.gov, or sent to Box CAB, Department of Employee Relations, City of Milwaukee, 200 E Wells St, Room 706, Milwaukee, WI 53202. Only applications with supporting documentation and/or transcripts will be considered; applications without them will be rejected.

Equivalent combinations of education and experience may be considered.

2. Bilingual in Spanish and English.
3. Valid driver's license at time of appointment and throughout employment.
4. Availability of a properly insured automobile for use on the job at time of appointment and throughout employment. *Automobile allowance is provided.*
5. Residency in the City of Milwaukee within six months of appointment and throughout employment.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Ability to speak fluently in both Spanish and English.
- Ability to read and write in both Spanish and English.
- Ability to use job-related medical equipment such as blood lancets, scales and measuring boards, and diagnostic equipment.
- Ability to perform general clerical tasks such as filing and record-keeping accurately and efficiently.
- Ability to use a computer for data entry and basic word processing.
- Ability to provide satisfactory customer service to families in a very busy clinic setting, both in-person and via phone.
- Ability to establish and maintain good working relationships with a multicultural, multidisciplinary team, other agencies, and the public.
- Ability to maintain confidentiality.
- Ability to lift and move objects weighing up to 25 pounds.
- Fluency in a language other than Spanish or English desirable.

CURRENT PAY RANGE (Pay Range 5BN): \$29,781-\$36,538 annually with excellent benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **December 28, 2012**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternate test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.