

**BELL COUNTY PUBLIC HEALTH DISTRICT WIC PROGRAM  
POSITION DESCRIPTION**

**CLERK/ BLOOD ROOM /RECEPTIONIST**

**Revision Date: September 14, 2021**

**Position Title and Classification: Clerk/Blood Room/Receptionist**

**Position Description:** Responsible for performing designated services within a clinical setting. Services are provided at the Temple, Killeen, Copperas Cove, and Ft. Hood locations. Services are provided under the direct supervision of the Site Leader and/or designee(s).

**Knowledge, Skills & Abilities:**

- Ability to interact appropriately with clients/co-workers.
- Have genuine desire to perform in public health.
- Ability to understand the importance of medical confidentiality.
- Ability to prioritize time and responsibilities.
- Ability to take direction from authority.
- Basic office skills and use of general office machines.

**Responsibilities:**

- Function as a receptionist by greeting clients, answering questions, directing clients to proper areas, taking appropriate information, etc.
- Answer telephone by making/changing appointments, doing quick intakes, giving appropriate information etc., according to WIC policies.
- Screen and verify clients' household income, address, identification, etc., following State Agency (SA) policies and accurately input into the TXIN system.
- Accurately obtain health history using appropriate procedures and guidelines.
- Conduct or assist with nutrition education classes according to SA policies as assigned.
- Accurately plot height and weight measurements on the appropriate growth charts if needed.
- Ability to weigh and measure clients according to the guidelines and take a blood sample for a hemoglobin/hematocrit test according to guidelines.
- Accurately screen immunization records.
- Input data into the computer according to SA policies as assigned.
- Issue benefits to clients via the TXIN system and obtain signatures, explain benefits, and explain the next appointment using the TXIN generated shopping list.
- Generate daily/monthly reports as assigned.
- Communicate with SA regarding computer problems, etc. as assigned.
- Set up clinic area as needed.
- Request supplies when needed as assigned.
- Set-up and assist clients via curbside
- Regularly refer clients to other services as needed or per WIC policy.

- Assist in WIC outreach as assigned.
- Travel to other sites to perform duties as needed.
- Perform other related job duties as assigned.
- May be required to speak another language for interpretation purposes only.

**Necessary Special Requirements:**

- Must have valid Texas driver's license.
- Must have own transportation.
- Must have telephone.
- Requires the ability to lift clinic supplies, educational materials and machines.
- Prolonged standing, sitting, or driving may be required.
- Increased risk for exposure to and possible transmission of vaccine-preventable diseases/tuberculosis.
- Must have appropriate immunizations according to BCPHD policy.
- Limited access to clinical lab areas containing biohazardous material.

**Minimal Qualifications:**

- GED or high school diploma
- General knowledge of computers and office programs